DOCUMENT RESUME

ED 176 079 CE 022 598

AUTHOR King, Linda; Bier, Tracy
TITLE Getting Hired: A Job-Hunting Manual for Montana Women.
INSTITUTION Montana State Dept. of Labor and Industry, Helena.
PUB DATE 31 Oct 79
NOTE 67p.; Manual prepared through the Labor Standards Division, Women's Bureau

EDRS PRICE MF01/PC03 Plus Postage.
DESCRIPTORS *Career Planning; *Employment Interviews; *Females; *Information Sources; Job Application; *Job Search Methods; Job Skills; Occupational Information; *Self Evaluation; Vocational Interests

ABSTRACT

This job-hunting manual intended for women is organized into five chapters. Chapter 1, on career/life planning, contains exercises for identifying future goals, job preferences, abilities, and desirable working conditions and benefits. Chapter 2 presents ways to help individuals develop their job hunting strategies. Chapter 3 provides information and guidelines on developing a resume. Chapter 4 contains information, checklists, and sample questions concerning employment interviews. Finally, chapter 5 contains several lists of resources that can provide information or assistance. (BM)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED176079

GETTING HIRED:
A JOB-HUNTING MANUAL FOR MONTANA WOMEN

by

Linda King and Tracy Bier

> "He or she who gets hired is not necessarily the one who can do that job best; but, the one who **knows the most about how to get hired.**"
>
> *R. N. Bolles*

Women's Bureau
Labor Standards Division
Department of Labor and Industry
Helena, MT 59601

CE 022 598

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Joan A. Duncan

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

Printed by
COLOR WORLD OF MONTANA, INC.
301 E. Mendenhall, Bozeman, MT 59715

TABLE OF CONTENTS

I. CAREER/LIFE PLANNING, or, WHAT DO I WANT TO DO? 1
- Planning for the Future 4
- Checking Your Progress 16
- Identifying Your Job/Career 17
- Deciding on a Salary 17

II. DEVELOPING YOUR STRATEGY 19
- Where Do You Want to Work 21
- The "Hidden Job Market" 22
- Focusing In 22
- What Will Get Me Hired? 22
- What Is Research? 23
- Identifying the Person Who Can Hire You 23

III. YOUR RESUME—A PERSONAL SALES STRATEGY 25
- Okay, I'll Do It!!—What Do I Do? 27
- The Functional vs. the Chronological Resume 29
- Salary 36
- Format 36

IV. INTERVIEWING 37
- Why Is the Interview So Important? 39
- Two Kinds of Interviews 39
- Preparation Tips Guaranteed to Lower Your Anxiety Level 40
  1. Research 40
  2. A Word or Two About Confidence 41
  3. Non-Verbal Behavior (Those Unspoken Clues) 43
  4. Questions to Ask and Questions to Expect 45
- Ready for the Interview 50
- Day of the Interview 51
- Here It Is! 51
- Now What? 51
- What If? 52
- What If You Followed All Suggestions and "No Go!"? 53
- What Is This "Information Interview"? 53
- Why Is the "Information Interview" So Important? 56
- The "Interview for Fun" 56

V. WHAT ELSE? (RESOURCES AVAILABLE) 59
- State Agencies 61
- Counseling Services 64
- Professional and Business Organizations 65
- Books 69
- Filling Out Job Applications 71
- Tools for Researching an Organization 71

CHAPTER 1

Career/Life Planning

or...

What do I want to do?

CHAPTER 1

Whether you're seeking your very first job, changing careers in "mid-stream," or going back into the competitive labor market after a number of years devoted solely to raising a family, your first decision will have to be, "What do I want to do?" (Hint: "Anything" is not the answer!) Lots of career and life planning is something all of us are going to have to do. Identifying **what it is that you want to do**—in the present, as well as the immediate and long-term futures—is life planning. As soon as you begin to make choices, you're planning your life.

What must happen, however, is not just "dreaming." Career/life planning is useless unless you're very definite about what you want to do. Planning must include exact identification of what you want to do because you'll spend **half of your life** at your job.

You really can sit down and figure out a career for yourself. What keeps most of us from doing this, according to Richard N. Bolles[1] are:

1. **Lack of Purpose.** We're not sure what kind of things we need to be looking for.
2. **Lack of Tools.** We know what we're looking for, but we have nothing to help us search it out.
3. **Lack of Motivation.** We know what we're looking for, and have the tools to do it, but we lack the INTERNAL PUSH to sit down and plan—and keep at it until we're finished.
4. **Lack of Time.** We know what we want, we have the tools and the motivation, but we've waited to do it until we're desperate—and now we don't have time! (Career/life planning takes time. If we rush the process we'll make mistakes.)

TIME. You'll be planning how to spend a tremendous amount of time. A 40 hours/week job, done for 50 weeks a year, adds up to 2,000 hours *each year*. How long will you be working? Ten years? (20,000 hours) Fifteen years? (30,000 hours) More? When you look at work in this perspective, it certainly seems worth a couple of weeks to plan how to spend this much of your time—meaningfully. Don't think you can do this much planning overnight—if you tackle your career/life planning haphazardly, **you'll be wasting your time.**

MOTIVATION. If you're presently unemployed, you probably are motivated, but, you'll probably want to rush through and get this part over with fast. Don't rush! You'll only find frustration and ineffectiveness. If you're employed now and want to find a better, more rewarding position, you may decide to put off planning until it's too late—until you're desperate. You'll be tempted to procrastinate. We don't like to plan and we'll put it off until we absolutely **have** to do it.

Waiting until you're unemployed is a bad decision. It's much easier to find time to plan—and a job— when you're currently working (or going to school, or whatever). Your value as an employee automatically drops when you hold no "job." If you are unemployed, there is some suspicion that "nobody wants you."

If you're unemployed, you can still successfully plan your career and find a job; but, it will be harder. You must really be motivated to stick out this process.

In order to find your motivation, think about the things that are important to you and decide why finding a rewarding job will be a worthwhile expenditure of your time. For example, if you need the money, figure out how much you're going to be making. If you'll be working for 15 years, you'll be planning how to spend at least $100,000—and more. Are there others that will be depending on you for their livelihood? Shouldn't you start now?

For more help with the motivation problem, find a friend (or better yet, a few friends) to do some career/life planning with you. It's easier to do this type of planning if you make sure it doesn't become a lonely task. Make it fun! Work together and share your plans. Having someone to talk this over with will help you understand yourself better—and it will help you keep at it until you've done it!

PURPOSE. Career/life planning is worthwhile if it helps you to: become more aware of your goals in life; inventory the skills which you possess; decide when and in what order you'll carry

out your plans; and decide how much control you're willing to take over your own life. More than this, your underlying purpose in planning is to find the underlying purpose in yourself. What is it about you that remains the same while everything else in your life changes? Career/life planning helps you to deal with change by assisting you in determining what in your life is constant—your basic purpose (or mission), your basic skills, your inner nature.

The "trick" of planning is not to nail down every bit of your **future;** it is to nail down what you have **now** and to decide how you can utilize and/or modify what you possess in order to gain what you need and want.

TOOLS AND INSTRUMENTS. Tools and instruments are what the rest of this chapter is about. (You also will find out about other tools in the chapter on resources.) The following exercises are devices which help different people in different ways. You may decide to do them all or only some of them. Some deal with the future, some with the present, some with the past. Whichever you choose to do, you should at least **look at them all** and then do the ones you feel will help you the most.

PLANNING FOR THE FUTURE

Exercise 1. WHAT ARE MY FUTURE GOALS?
(Don't limit yourself to any particular area of your life—include personal life and career.)

It is now **1989.** I have accomplished the following things in my life: (fill in at least 5 items)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

It is now **1984.** I have done these 5 things:

1. _____
2. _____
3. _____
4. _____
5. _____

Now, find someone—a friend or relative—and tell them about your goals. Make sure you can explain to them exactly what you want to do. (If you can't explain them clearly, rethink them.) When your friend (and you) understand what it is you want to accomplish, set out a time line for all the objectives and tasks you will have to comlete to reach your goals. Use the following format but list as many Objectives and Tasks as are necessary to achieve you Goals.

Goal 1: _____

Objective 1: _____

(Start by: _____

(Complete by: _____)

Task 1: _____

(Start by: _____)

(Complete by: _____)

Task 2: _____

(Start by: _____)

(Complete by: _____)

Objective 2: _____

(etc.)

Goal II: _____

and so on.

This exercise will take quite a bit of time and will need continuous updating and revising—perhaps once every six months to a year. The reason for all this revising is to make allowances for changes in your life and changes which may, therefore, be reflected in your goals. Some things may happen much sooner than you expected; other things may take longer. The only way you will ever realize your goals, however, is to plan what you will need to do—how and when—and then, **begin.**

Exercise 2. WHAT DO YOU WANT TO DO?
(If you could have any kind of job, what would it be? Do not bother about what you think you can do; instead—what do you want to do? Invent a job, if necessary.)

Twenty years from now, I want to be doing this job: _____

_____

_____

_____

_____

Ten years from now, I want to be doing this job: _____

_____

_____

_____

Five years from now, I want to be doing this job: _____

_____

_____

_____

_____

Within the next year, I want to be doing this job: _____

_____

Exercise 3. WHAT ARE THE THINGS THAT MAKE ME UNHAPPY?
(Make a list of the things you want to avoid.)

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

After you have identified the things you do not want in your life, write them down and analyze them in terms of the following chart.

Things I Can Control		Things Controlled by Others (or fate)
Things I can control through a change in my surroundings.	Things I can control through a change within myself.	

Now, check again to make sure the things which you have listed under the last column are really beyond your control or power to change.

Next, go over the first two columns and decide whether the priority for you is to work on Column 1 (environment, work, schooling, etc.) or on Column 2 (personal growth, emotions, etc.), or **both.** Make a list of concrete resolutions, with time goals beside them.

Resolutions:

I will: _____

_____

_____

Starting: _____ Completed by: _____

I will: _____

_____

_____

Starting: _____ Completed by: _____

I will: _____

_____

_____

Starting: _____ Completed by: _____

I will: _____

_____

_____

Starting: _____ Completed by: _____

I will: _____

_____

_____

Starting: _____ Completed by: _____

I will: _____

_____

_____

Starting: _____ Completed by: _____

When your external and internal "furniture" are not in line, it has been taken for granted that you need to get your internal furnishings in order. Richard Bolles[2] suggests, however, that "where the internal and external are out of synchronization, it is easier by far (and more sensible) to alter the external. To make the environment conform to you, rather than you to the environment."

Exercise 4. WHAT SKILLS DO I POSSESS?

Fill out the following form in this manner:

1. In column 1, place a check mark beside each skill you have **ever** utilized.
2. In column 2, place a check mark beside each skill which you really **enjoy** using.
3. In column 3, place a check mark beside each skill which you have utilized in paid or volunteer work.
4. In column 4, place a check mark beside each skill which you would like to utilize in your present or future job(s).

4	3	2	1	Skill	Example
				A. Using My Hands	
				1. assembling	as with kits, etc.
				2. constructing	as with carpentry, etc.
				3. or building	
				4. operating tools	as with drills, mixers, etc.
				5. or machinery	as with sewing machines, etc.
				6. or equipment	as with trucks, station wagons, etc.
				7. showing manual or finger dexterity	as with throwing, sewing, etc.
				8. handling with precision and/or speed	as with an assembly line, etc.
				9. fixing or repairing	as with autos or mending, etc.
				10. other	
				B. Using My Body	
				11. muscular coordination	as in skiing, gymnastics, etc.
				12. being physically active	as in exercising, hiking, etc.
				13. doing outdoor activities	as in camping, etc.
				14. other	
				C. Using Words	
				15. reading	as with books; with understanding
				16. copying	as with manuscripts; skillfully
				17. writing or communicating	as with letters; interestingly
				18. talking or speaking	as on the telephone; interestingly
				19. teaching, training	as in front of groups; with animation
				20. editing	as in improving a child's sentences in an essay, etc.
				21. memory for words	as in remembering people's names, book titles, etc.
				22. other	
				D. Using My Senses (Eyes, Ears, Nose, Taste or Touch)	
				23. observing, surveying	as in watching something with the eyes, etc.
				24. examining or inspecting	as in looking at a child's bumps, etc.
				25. diagnosing, determining	as in deciding if food is cooked yet
				26. showing attention to detail	as in shop, in sewing, etc.
				27. other	
				E. Using Numbers	
				28. taking inventory	as in the pantry, shop, etc.
				29. counting	as in a classroom, bureau drawers
				30. calculating, computing	as in a checkbook, arithmetic

4	3	2	1	Skill	Example
				31. keeping financial records, bookkeeping	as with a budget, etc.
				32. managing money	as in a checking account, bank, store, etc.
				33. developing a budget	as for a family, etc.
				33. number memory	as with telephone numbers, etc.
				35. rapid manipulation of numbers	as with doing arithmetic in the head
				36. other	
				F. Using Intuition	
				37. showing foresight	as in planning ahead, predicting consequences, etc.
				38. quickly sizing up a person or situation accurately	as in everything, rather than just one or two details about them, etc.
				39. having insight	as to why people act the way they do, etc.
				40. acting on gut reactions	as in making decisions, deciding to trust someone, etc.
				41. ability to visualize third dimension	as in drawings, models, blueprints, memory for faces, etc.
				42. other	
				G. Using Analytical Thinking or Logic	
				43. researching, information gathering	as in finding out where a particular street is in a strange city
				44. analyzing, dissecting	as with the ingredients in a recipe, material, etc.
				45. organizing, classifying	as with laundry, etc.
				46. problem-solving	as with figuring out how to get to a place, etc.
				47. separating important from unimportant	as with complaints, or cleaning the attic, etc.
				48. diagnosing	as in cause and effect relations, tracing problems to their sources
				49. systematizing, putting things in order	as in laying out tools or utensils in the order you will be using them
				50. comparing, perceiving similarities	as with different brands in the supermarket, etc.
				51. testing, screening	as with cooking, deciding what to wear, etc.
				52. reviewing, evaluating	as in looking at something you made to see how you could have made it better, faster, etc.
				53. other	
				H. Using Originality or Creativity	
				54. imaginative, imagining	as in figuring out new ways to do things, or making up stories, etc.
				55. inventing, creating	as with processes, products, figures, words, etc.
				56. designing, developing	as with new recipes, new gadgets
				57. improvising, experiments	as in camping, when you've left some of the equipment home, etc.
				58. adapting, improving	as with something that doesn't work quite right, etc.
				59. other	
				I. Using Helpfulness	
				60. helping, being of service	as when someone is in need, etc.
				61. showing sensitivity to other's feelings	as in a heated discussion, argument
				62. listening	
				63. developing rapport	as with someone who is initially a stranger, etc.

4	3	2	1	Skill	Example
				64. conveying warmth, caring	as with someone who is upset, ill
				65. understanding	as when someone tells how they feel, etc.
				66. drawing out people	as when someone is reluctant to talk, share
				67. offering support	as when someone is facing a difficulty alone, etc.
				68. demonstrating empathy	as in weeping with those who weep
				69. representing others' wishes accurately	as when one parent tells the other what a child of theirs wants, etc.
				70. motivating	as in getting people past hangups, and into action, etc.
				71. sharing credit, appreciation	as when working in teams, etc.
				72. raising others' self-esteem	as when you make someone feel better, less guilty, etc.
				73. healing, curing	as with physical, emotional and spiritual ailments, etc.
				74. counseling, guiding	as when someone doesn't know what to do, etc.
				75. other	
				J. Using Artistic Abilities	
				76. composing music	
				77. playing (a) musical instrument(s), singing	
				78. fashioning or shaping things, materials	as in handicrafts, sculpturing, etc.
				79. dealing creatively with symbols or images	as in stained glass, jewelry, etc.
				80. dealing creatively with spaces, shapes or faces	as in photography, art, architectural design, etc.
				81. dealing creatively with colors	as in painting, decorating, making clothes, etc.
				82. conveying feelings and thoughts through drawing, painting	as in acting, public speaking, teaching, dancing, etc.
				82. conveying feelings and thoughts through body, face and/or voice tone	as in acting, public speaking, teaching, dancing, etc.
				83. conveying feelings and thoughts through drawing, paintings	as in art, etc.
				84. using words on a very high level	as in poetry, playwriting, novels
				85. other	
				K. Using Leadership, Being Up Front	
				86. beginning new tasks, ideas, projects	as in starting a group, initiating a clothing drive, etc.
				87. taking first move in relationships	as with stranger on bus, plane, train, etc.
				88. organizing	as with a Scout troop, a team, a game at a picnic, etc.
				89. leading, directing others	as with a field trip, cheerleading
				90. promoting change	as in a family, community, organization, etc.
				91. making decisions	as in places where decisions affect others, etc.
				92. taking risks	as in sticking up for someone in a fight, etc.
				93. getting up before a group, performing	as in demonstrating a product, lecturing, making people laugh, entertaining, public speaking
				94. selling, promoting, negotiating, persuading	as with a product, idea, materials, in a garage sale, argument, recruiting, changing someone's mind
				95. other	

4	3	2	1	Skill	Example
				L. Using Follow-Through	
				96. using what others have developed	as in working with a kit, etc.
				97. following through on plans, instructions	as in picking up children on schedule
				98. attending to details	as with embroidering a design on a shirt, etc.
				99. classifying, recording, filing, retrieving	as with data, materials, letters, ideas, information, etc.
				100. other	

5. Now list skills which you have placed 4 check marks beside.

_____ _____

_____ _____

_____ _____

_____ _____

6. List the skills which you have placed 3 check marks beside.

_____ _____

_____ _____

_____ _____

_____ _____

7. List your six strongest skills in rank order:

My strongest skill is: _____

My second strongest skill is: _____

My third strongest skill is: _____

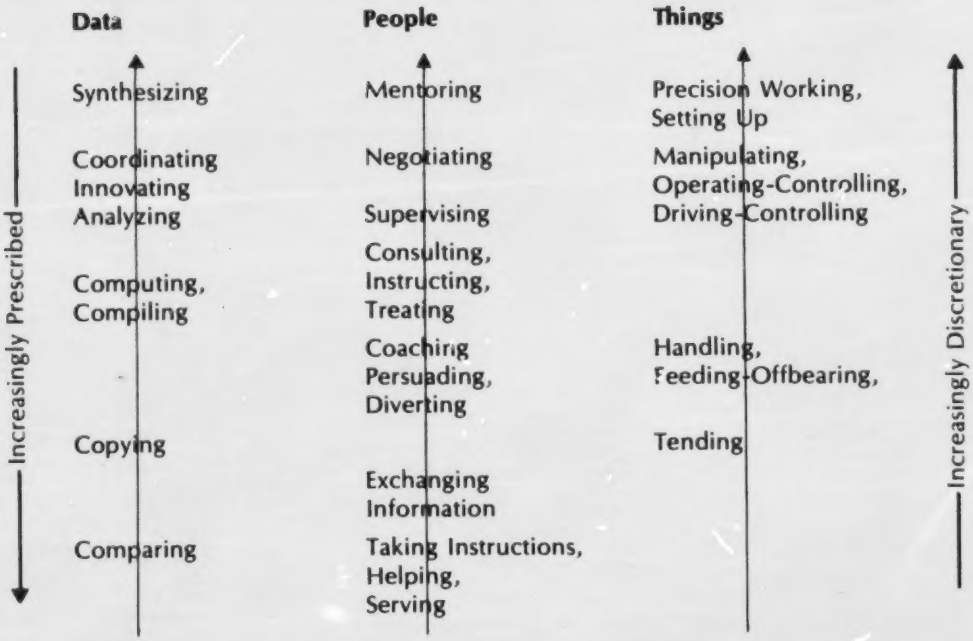
My fourth: _____

My fifth: _____

My sixth: _____

Most of us feel we don't have any skills—or that the skills we do have aren't "marketable." You have just singled out your six strongest skills. Most of the fear of identifying skills comes from a misperception of what skills are. According to Bolles[3], skills can be broken down and arranged in a hierarchy of less skill (at the bottom) to higher skills (at the top), dealing either with data, people, or things.

Skills Hierarchy



Bolles goes on to point out,

"1. The lower the level of your skills that you claim, the more the skills can be prescribed and measured and demanded of you. You'll have to fit in. Conversely, the higher the level of skills that you can legitimately claim, the less the skills can be prescribed and measured, and the more you will be free to carve out a job in the shape of you—making the fullest use of the special constellation of abilities that are you.

2. The higher level of skills that you can legitimately claim, either with people, or data or things (or, in varying degree, with all three)—depending on what you want to do,—the less these kinds of jobs are advertised or known through normal channels; the more you'll have to find ways of unearthing them. . .

3. Just because the opportunities for the higher level jobs (or careers) are harder to uncover, the higher you aim, the less people you will have to compete with—for that job. In fact, if you uncover, as you are very likely to, a need in the organization (or organizations) that you like, which you can help resolve, they are very likely to create a brand new job—for you, which means—in effect—you will be competing with practically no one, since you are virtually the sole applicant, as it were."[4]

Exercise 5. "BEFORE I DIE, I WANT TO. . ."
(Spend as much time as necessary writing an article about the things you would like to do. Or you might wish to change the topic slightly to: "On the last day of my life, what must I have done or been so my life will have been satisfying to me?")

When your article is finished, go back over it and make two lists: "Things Already Accomplished" and "Things Yet to Be Accomplished." Then, in a third column, list the particular steps that you will have to take to accomplish those things you have left to do.

Don't focus only on your vocation (job, career, etc.). Include experiences you want to have and places you want to visit. Try to be as specific as possible.

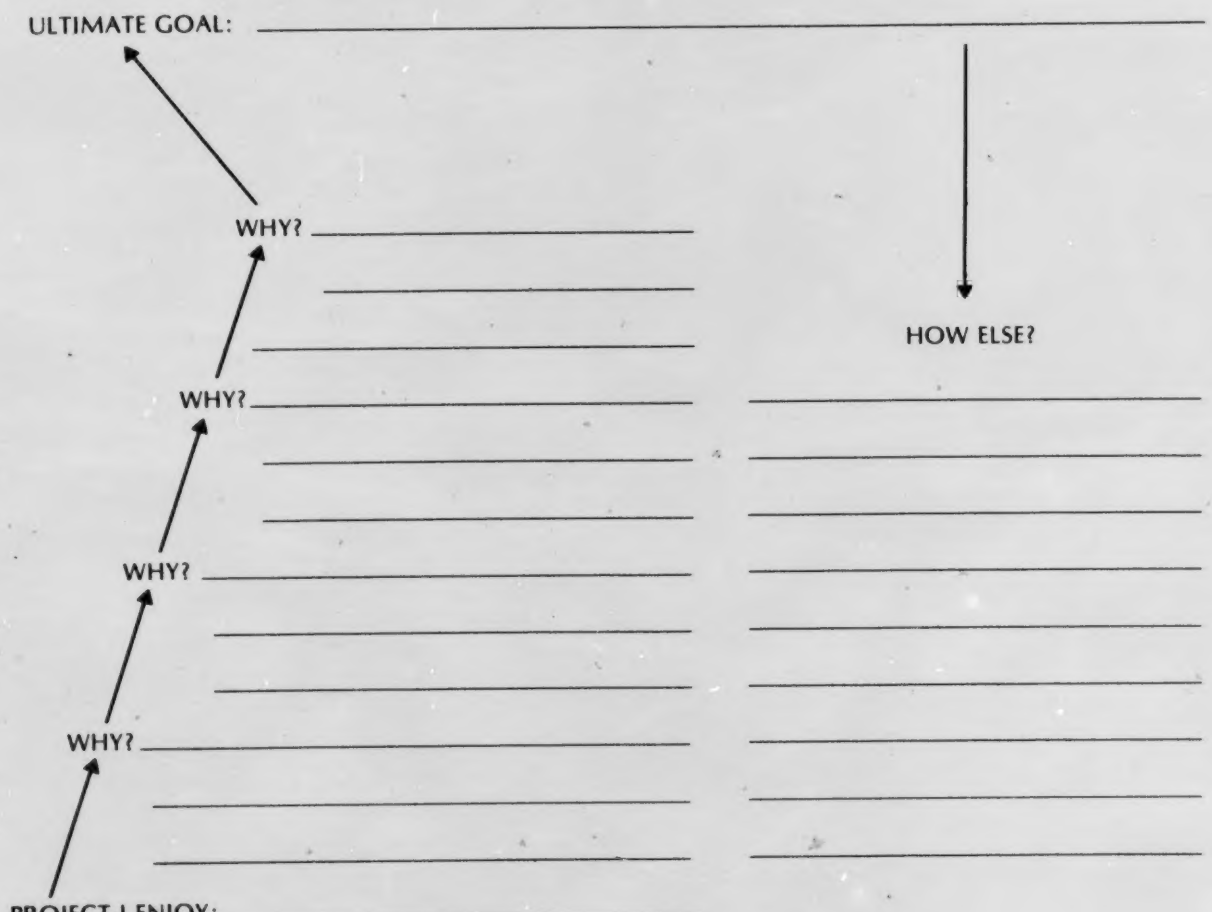
Post your list someplace where you'll see it often. Update this list. Cross items off as you complete them; add ones as they occur to you.

1.	2.	3.
Things already accomplished.	Things yet to be accomplished. (Number them in the order in which you would like to accomplish them.)	Steps needed in order to accomplish things in column 2.
1.	1.	
2.	2.	
3.	3.	
4.	4.	
5.	5.	
6.	6.	
7.	7.	
8.	8.	
9.	9.	
10.	10.	

Exercise 6. FAVORITE TASK/ULTIMATE GOAL
(What are you doing (make it practical and concrete) **that you enjoy very much** and are very successful at?—it could be at home, at work, at school, or in your spare time.)

1. Write this task in the lower left-hand corner on a piece of paper.
2. Right above the name of the project, answer why you enjoy that project.
3. Ask yourself "why?" again.
4. And again.
5. And again, until you can't think of another reason "Why?" This is your ultimate goal. Write it again.
6. Now, think of other tasks/projects you could do to accomplish this same ultimate goal. Write them down in the column entitled "How else?"
7. Repeat this on a blank piece of paper with other projects or tasks which you **really enjoy and get satisfaction from.**

You have now identified what your purposes really are. Does this sound like you?



Exercise 7. MY DIARY

(Where have you been and what have you done? Where have you worked? What did you do? What have you achieved?)

1. Write an informal essay (diary) of your **entire life.**
2. Boast! Give concrete examples and figures to back you up.
3. Describe what you did in your spare time—your hobbies, avocations, volunteer activities and things you enjoyed doing. What skills did you use? Were there things that you did in your spare time that paralleled what you did in your work?
4. What was it about your surroundings that you really enjoyed? Mountains? Space? Snow? Sun? Bowling? What else?
5. Don't analyze. Just write down the things **you enjoyed**—that made you feel good! Put down anything that helped you enjoy a particular moment or period in your life.
6. Free associate—bounce back and forth. Don't try to be structured.
7. After you're done, go back over it and put down each experience—each thing you enjoyed or disliked—and list it under one of each of the following columns.

Things I want to do in my future career	Things I want to avoid in my future career

8. When you come to a skill that you **enjoyed** and **did well,** put it down in the first column and underline it twice.
9. When you're finished, choose **at least** 5 (or more) skills which **you** feel are your most important skills. Underline them 3 times.
10. Now rank these skills in order of importance to you, with the most important skill listed first.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Exercise 8. YOUR HOBBIES

(What have you done in your spare time that have given you skills you can use in the future?)

1. List all of the hobbies you have had in the past.
2. Organize them in terms of those you enjoyed most (at the top of a new list) and those you enjoyed least (at the bottom).
3. Analyze your hobbies in order to determine what it was you were doing—what skills you were using and what you accomplished.

CHECKING YOUR PROGRESS

These are samples of the kinds of exercises you can try. There are many more—some are listed in the Resources Chapter. To check your progress, ask yourself the following questions:

1. Do I want to work with people? with "data?" or with "things?" What are my priorities in this area?
2. Have I identified my strongest skills?
3. What are my ultimate goals?
4. Am I planning for alternative paths to accomplish my future goals? Am I getting "locked-in" with my thinking?
5. Have I avoided putting a restricting title on what I want to do?
6. What risks are involved in the kind of career I'm working toward? Do I have some alternative routes or goals in mind?
7. Have I identified a time line and built it into my plans for the future?
8. If I have to get more credentials to achieve my goals (go back to school, get into training programs, etc.), how long will this take? When should I start working on this? What's available?
9. What am I trying to get out of life? What are my needs? My values? What makes my happy? Unhappy?
10. Which values are **most** important to me? Which rewards?
11. If I don't plan, who will do it for me? Who, besides myself, can rescue me?

IDENTIFYING YOUR JOB/CAREER

After you've identified your goals, values, what makes you happy, your skills, and some acceptable alternatives to what you want to do, how do you decide what kind of jobs or careers you're looking for? The following suggestions should help you decide.

1. Find out what jobs/careers are available to you that fit your needs and skills. Go to a library and brouse through Vol. II of **The Dictionary of Occupational Titles.** (If they don't have it, ask them to get it on interlibrary loan.) Look particularly at the section on worker-trait groups (pgs. 217-529). This section also lists related occupations that use similar skills. Look at the lists of occupations on pages 3-24. Get an idea of the variety of occupations available—most of them probably haven't occurred to you. Make a list of the fields that look interesting to you.

2. Look at the **Occupational Outlook Handbook** in your library. (Again, ask for it on interlibrary loan if it's not in your library.) It tells what the outlook is for over 700 occupations. It also explains the nature of the work, usual training required, employment outlook, earnings, and working conditions for those jobs.

3. Talk to friends, counselors (at YWCA's, Local Job Service Offices, and Women's Centers) and reference librarians. Ask them what occupation(s) will use many of your strongest skills—on as high a level as possible.

4. Talk with people who are active in a field that interests you to find out what it is they really like or dislike about it (see the section on "Information Interviews").

5. Check at the library to find out if any of the occupations in which you are interested have professional, trade or union associations, or whether they have journals. Send for information about your prospective field from these organizations. Check trade journals out of the library and read them to get an idea of opportunities open in that field.

DECIDING ON A SALARY

A very important ingredient of your planning is figuring out how much you want (and need) to make. You should develop two budgets—one that is a "bare bones" (subsistence level) budget and one that describes how you would like to live. These budgets will help you in your career planning by helping you make sure your career will meet all your needs:

Use the following format to decide what your salary needs are for one year (see following page).

After you have determined your "bare bones" and "comfortable" budgets, you'll have a "bargaining range" to use during your interviews. (In the chapter on resume writing, it's suggested that you should not state an expected salary on your resume.)

REFERENCES

1. Bolles, R.N., WHAT COLOR IS YOUR PARACHUTE? 1977: Ten Speed Press, pages 65-66.
2. IBID, page 88.
3. IBID, page 74.
4. IBID, page 78.

	Bare Bones	Comfortable
Food (at home)		
Food (eating out)		
Housing (include tax and insurance)		
Furnishings		
Utilities		
Supplies		
Transportation (car payments, insurance, gas, repairs, parking, etc.		
Public Transportation		
Clothing		
Maintenance		
Medical (insurance, physicians, dental, prescriptions)		
Education (tuition, books, loan payments)		
Toiletries, hairdos, etc.		
Recreation		
Gifts		
Contributions		
Life Insurance		
Union and/or organization dues		
Savings		
Loan/debt payments		
Social Security		
State Taxes		
Federal Taxes		
Retirement Plans		
Emergencies		
TOTAL		
Add 15% (because we always underestimate)		
GRAND TOTAL		

CHAPTER 2

Developing Your Strategy

CHAPTER 2

After you've decided what you basically want to do, you've got to narrow your focus a little more. You've got to decide **where** you want to work and **who** you want to work for.

WHERE DO YOU WANT TO WORK?

This, at first, may sound like a silly question. Don't you have to go where the most jobs are? What if you want to stay right where you are but the unemployment rate is 7.1? What if you'd like to move to California, but the unemployment rate is even higher there? Do you really have a choice? The answer is, "Yes!"

A high unemployment rate does **not** mean there are no jobs in a particular location. Jobs are always turning over and new jobs are always being created—even in a depressed economy. There are also layoffs and jobs being "phased-out." You will be competing for job openings, but **not** with the huge numbers of people you may think (unless you want to start at the bottom).

1. There are more vacancies than you think. A lot of vacancies (80%) are never publicized in the want ads, at Local Job Service Offices, or at employment agencies. This is because those 80% of all vacancies are **filled** before they have a chance to be advertised—because some employee recommends a friend or relative, or someone walks in (by chance) off the street and is interviewed and hired on the spot. (This 80% is known as the "hidden job market.")
2. Some jobs stay vacant a long time. They're not filled because there's no one with the level or type of skills necessary to fill them.
3. A lot of vacancies remain unfilled because some employers do not advertise widely. They could probably find the right people for the jobs, but prefer not to advertise since they are very particular about whom they hire.
4. **A lot** of job-hunters set their sights too low! They want relatively unskilled work, so they find themselves competing with large numbers of applicants for relatively low-paying jobs.
5. Some of the people on the unemployment lists (and drawing unemployment insurance) are **not** competing for jobs. A lot of people who are listed as unemployed (teachers during the summer, students between semesters, seasonal workers, workers who have been temporarily laid-off, etc.) are not really in competition with you.

If you will remember when we were talking about skills in the last chapter, we quoted Richard Bolles. He asserts[1]:

> "1. The higher level of skills that you can legitimately claim, either with people, data, or things (or, in varying degrees, with all three) the less these kinds of jobs are advertised or known through normal channels; the more you'll have to find ways of unearthing them.
>
> 2. Just because the opportunities for the higher level jobs (or careers) are harder to uncover, the higher you aim the less people you will have to compete with—for that job. In fact, if you uncover, as you are very likely to, a need in the organization you like (or organizations), which you can help resolve, they are very likely to create a brand new job for you, which means—in effect—**you will be competing with practically no one, since you are virtually the sole applicant,** as it were."

Bolles goes on to give a "Paradoxical Moral of All This":

> "The higher a skill level you can legitimately claim, the more likely you are to find a job. Just the opposite of what the typical job-hunter or career-changer starts out believing."[2]

If you choose to start AT THE BOTTOM, that's where you'll find **the most competition.** So, set

your sights HIGH—as high as you can. You will have less people to compete with for a more satisfying, better-paying job.

THE "HIDDEN JOB MARKET"

Most people figure that a "job" is something that someone else has had before. Therefore, they expect to find "jobs" only in the classified ads, the Local Job Offices, or the employment agencies. Has it ever occurred to you to take control of this situation? What if you decide what you'd like to do and what types of organizations (companies, agencies, etc.) you'd like to work for, and then did enough research to decide what their needs are and how you could help them?

One third of today's jobs were not in existence 10 years ago. They were created to solve new problems. If you can identify a problem—and yourself as part of a solution—then you will have identified a job in the "hidden job market" for yourself. Every organization has problems. If you can unearth a few (or even one) and fit yourself into a possible solution, you have very likely landed yourself a job!

(For more information on exactly how to do this "secret agent" work, read the chapter on interviews.)

There are jobs out there—whether they're in your hometown or across the country. But **you** have got to decide **where** you want to work. No one can (or should) decide that for you. **You** decide.

FOCUSING IN

There are over 79 million job markets in the United States. You can "focus in" on the specific job for you by:

1. Deciding which area, city, or town you want to work in;
2. Identifying your strongest skills (on the highest level you can legitimately claim);
3. Researching to decide which field you want to work in;
4. Interviewing people in that area to get acquainted with the local economy;
5. Studying journals or writing to organizations in your chosen field so you can pin-point the opportunities which interest you the most;
6. Asking yourself if you can be happy in a particular place **and** if they have the kinds of problems which you can use your strongest skills to help them solve.

After doing all of this, you will have focused in on the organizations which you can now plan to approach. You will approach them (after doing **quite a bit** of research) with an INFORMATION INTERVIEW.

WHAT WILL GET ME HIRED?

Most people think that you have to have **just** one of two things to get hired: EXPERIENCE and/or CREDENTIALS. If you want to be a social worker and have 15 years of experience being a social worker, then you certainly have EXPERIENCE. If you want to be a welder and have done welding for ten years, you have EXPERIENCE.

But what if you don't have EXPERIENCE in the area in which you want to go to work? People generally assume that if you don't have EXPERIENCE then you must go and get some CREDENTIALS. Now, credentials are always nice and **sometimes** necessary. There are some careers (such as law and medicine) in which you must have CREDENTIALS and if you choose one of them, you will have to go back to school to get them. But not all jobs require them. Before you decide to go back to school, do your own research to decide whether or not you need credentials in order to do the job you have selected for yourself. Be careful! Don't box yourself into waiting longer or doing more than you have to before you begin working in the job you want. There are thousands of competent people working in fields for which they don't have CREDENTIALS.

There is another thing that people can have to "prove" they can do a job. Richard Bolles identifies this third thing as the skill of PROBLEM-SOLVING. "No matter how much different kinds of work may vary upon the surface, underneath they have this common base: they deal with one kind of problem-solving or another. Universities, community organizations, businesses—all require people good at problem-solving **no matter what title may be tacked on the (person) they hire in order to justify his/her salary."**[3]

In order to prove to your prospective employer that you are a problem-solver, you must do the most thorough research on that company, organization, or agency, that you are capable of doing. You **must** do this whether you're changing careers, fresh out of school, or going back to work after a number of years outside the paid job market.

WHAT IS RESEARCH?

Research consists of questioning both written materials **and** people about your particular topic. "You read (books, journals, magazines, and other materials librarians or other people can direct you to) until you need to talk to someone because you can't find more in books; then you talk to people (who are "experts" on one aspect or another in the field you're researching) until you know you need to get back and do some more reading."[4] You must, of course, know what you're looking for whether you're researching your skills, what kind of work you want to do, where you'd like to work, or specific places (organizations) where you might want to work. When you're researching specific organizations you'll need to find out if there are any reasons why you might **not** want to work there, what problems they might have and which are the most urgent, and which problems your skills can help solve. Most importantly, you must remember you'll be researching and interviewing for **information** only.

IDENTIFYING THE PERSON WHO CAN HIRE YOU

After you have narrowed down the list of places (organizations) you're interested in, you'll know a great deal about the organizations still on your list—far more than you'll ever have to use to actually get hired. Besides giving you the information you need to prove you're **the** person for the job, it will give you a sense of competence and confidence (more about this in chapter 4). You will know they have problems and will have identified how you might help solve them. Most of the time this knowledge of the organization will be quite interesting to the person you are "interviewing" with—provided you are talking to **the person at the top** whose responsibility it is to solve the problems you have identified. So the trick here is to TALK TO THE RIGHT PERSON.

Experts agree that you need to see the person at the top and AVOID THE PERSONNEL DEPARTMENT LIKE THE PLAGUE. The only function of most personnel departments is to SCREEN YOU OUT. Since they usually cannot hire you, forget them. (You can certainly make some good "contacts" in a personnel department—to find out about such things as organizational needs, positions which have remained unfilled, and individual personalities of administrators. But, most personnel offices do not do the actual hiring. Don't waste very much of your time trying to get a job at that office.)

Instead of going to the Personnel Department, you will have to research to find out who is this person at the top who is responsible for the problem you can solve. (For your research you could use: **WHO'S WHO IN COMMERCE AND INDUSTRY, POOR'S REGISTER,** periodicals, the Chamber of Commerce, employees of that organization, and/or friends and relatives.) Not only do you need to find out who that person is, you need to find out about his/her likes and dislikes from others who know something about this person. Remember, you want to impress that person, not rub him/her the wrong way right off the bat.

This method may sound like a lot of work—It is a lot of work!—but, you should be prepared to spend as much time working to get a **good** job as you will spend working in a less satisfying (and low-paying) job. And, you **can** do it. You'll be surprised how good you get at playing Sherlock Holmes! It's not that hard; it just takes persistence.

The remainder of this book is designed to give you specific information on how to do this research, write your resume, and do the interview that will get you hired.

REFERENCES

1. Bolles, R.N., WHAT COLOR IS YOUR PARACHUTE?, 1977: Ten Speed Press, page 78.
2. IBID
3. IBID, page 122.
4. IBID, page 124.

CHAPTER 3

Rèsumés:

Your Personal Sale Strategy

DO NOT FILM THIS PAGE

CHAPTER 3

In your campaign for a job, it's essential to present yourself to your prospective employer as **the** person for a specific job. As we discussed earlier, there are no jobs entitled "anything." An employer is looking to fill a specific position with more or less specific responsibilities. If you consider that most employers receive from 15 to 250 applications per position advertised, you'll understand the need to point out your special qualifications for that job. If you're trying to convince an organization to create a new position for you, then you must develop a position and a resume to fit it.

Many job-hunters make the common mistake of saying, "I'll take anything." This type of generality makes it very difficult to decide where to begin your search. The same mistake is often made in submitting resumes. Most people develop one "general" resume that describes everything they've ever done, and send that same resume to each employer they would like to have hire them.

While a comprehensive inventory is essential for our own planning, we cannot expect that each employer will take the time to sift through a general resume and then "know" that we're **the** person for the job—especially if he/she has 150 resumes to look at. They will scan each application for specific skills and experiences which will tell them this particular person has "it." Why not make it easy for the employer to see what "it" is about you that makes you particularly well-suited for the job?

The reasons many people don't develop a resume for each job application include:

1. "I don't know why I am well-suited for the job."
2. "I don't have time to develop a separate resume for each job I'm applying for."
3. "I don't believe you; all this work isn't necessary."

If you don't know why you are well-suited for the job, then perhaps you aren't suited for it. That's what an employer will think. He/she certainly does not have the time to figure out your strong points and then explain them to you. If you find this happening, go back to step one and do some more PLANNING.

If you feel you don't have time to invest in such a project, ask yourself how badly you want a job. How much more will your time be worth once you get the job? If this technique will save you time in the long run because it will help you get a job that you really want—sooner—then it's definitely worth your time.

If you don't believe that this amount of work is necessary, then don't do it. (You may, however, wish to reread this chapter if you spend a few weeks or months of job hunting without results!)

OKAY, I'LL DO IT!!—WHAT DO I DO?

An inventory of your education, paid and volunteer experience, and personal information (such as the inventory you developed while doing your career/life planning) provides the bank of information from which you'll select facts for your resume.

The specific job you're seeking will provide the focus to decide which facts about you are pertinent for this particular resume. Taking one job at a time, look over your inventory and make a **separate inventory** of the facts about you that qualify you for that job. Each separate inventory sheet will lead to a resume custom-made for a particular job.

Your resume is a sales presentation. It creates an impression of you while presenting your abilities and experience. A resume is a fact sheet that tells an employer that you have the qualifications for the job. **It's imperative that you sell yourself in person,** but it is also extremely important for your resume to back you up in your presentation. Therefore, each element of your resume must prove you are **the person** for this job.

The resume can be thought of as having three main parts: The introduction, the main body, and the conclusion. The introduction brings you and the job for which you're applying to the attention of the reader; the main body presents your qualifications; and the conclusion offers references to substantiate what you have said in the main body.

Introduction

You will want your name placed prominently on the resume. Place your full name, address, home telephone number, and business telephone number (if you can be reached there) at the top of the page.

Your resume will be useless without an identification of the job for which you're applying. Therefore, place a job objective—a short statement of the job you want—next. If you're looking at this job as a step in your career, you'll want to place your career goals next (a statement of long-term objectives). A career goal statement can show your prospective employer that you have ambition and direction.

The Body

The main body of your resume will include sections such as: Education, Experience (paid **and** volunteer), Professional Organizations, Publications, and Personal Information. The manner in which you arrange the sections may determine whether or not an employer will even read your resume. To make sure he/she does read it, you must emphasize your strongest points. For example, if education is your strong suit, place it first; if your work experience is stronger, place that first.

1. Education

Refer to your "separate inventory" for the job for which you are applying. Collect the facts about your education which are pertinent for this particular job. List schools attended and degrees earned, if any. Always include the names, addresses and dates of attendance for each school, but be selective in listing courses taken or areas of concentration within your major. Emphasize only those courses which enhance your qualifications for this job. For example, courses in cultural anthropology would be unnecessary for a job as an accountant, but courses in economics would be considered supplemental.

If your educational background is particularly weak, play it down by placing education **after** work experience or by stressing military training, non-credit university courses, in-service training, or other sources of learning. In fact, you may wish to include a separate section on "Training" in which you list seminars, workshops, in-service training, or non-credit courses.

If your formal educational experience is strong, list class standing, grade averages, and honor society memberships. Although this information is not as important as schools attended and degrees earned, it will emphasize your scholastic achievements and may help you compete with other applicants. An optional element to include would be the percentage of your educational expenses you paid. If you worked your way through school, this could be a real "plus" for you with some employers. However, if you didn't help with your expenses, leave this information out.

2. Work Experience

One of the (if not **the**) most important elements of your resume is your work experience. You will want to include **both** volunteer and paid experience in this section. Generally, cite only experience that is related to the job you're seeking. Some employers want to know about all previous employment; more often, though, employers are interested more in the experiences you have gained which are particularly related to your job objective. When describing your work experience, emphasize your **accomplishments;** do not simply state your duties. Explain how you helped to improve the agency or company. You may wish to utilize a format whereby you summarize your experiences, followed by more detailed information.

If you're explaining volunteer work experience, describe the position you held and your major accomplishments in the same way you've explained your paid experience. It's up to you whether or not you separate paid experience from volunteer experience in your resume. However, if your paid work experience is scant, a more forceful resume would not distinguish between paid and volunteer experience.

If you've been self-employed, describe your work as though you were working for someone else—e.g., list your duties and major accomplishments. At the same time, emphasize your independence, responsibility, and accomplishments while running your own business.

Reasons for leaving former jobs need not be mentioned in your resume. If you do include your reasons for leaving, don't blame your former employer. Acceptable reasons include: "Left in order to accept a new, more challenging job," "Left for a better opportunity," or "Returned to school."

3. Professional Organizations

Employers usually recommend that you include information concerning memberships in associations related to your occupational field. Depending upon the field in which you're searching for a job, this section could be included under "Personal Information." If you're seeking employment in a professional occupation, and you belong to one or more recognized professional organizations in the field, by all means include this as a separate section. Be sure to include any positions held and dates.

4. Personal Information

This is the most touchy issue on a resume. A great many resumes begin with an "Introduction," which gives a personal life history, including age, sex, weight, color of hair and eyes, height, health, marital status, number of children, favorite hobbies, and favorite foods. These "resumes" look more like applications for "Find-a-Mate" than a description of a person's qualifications to hold a job.

You **are** looking for a job. Personal information, the **LAST** section of your resume's main body, could cover a wide breadth of topics—many of which are questionable. Topics such as your physical appearance, health, marital status and age are considered controversial because that information could be used in a discriminatroy manner. Special interests, affiliations, travel or foreign languages are more widely accepted elements of a resume.

A prospective employer is usually interested (or should be) in your qualifications, not your appearance. You should be neat and clean and dressed appropriately for your interview, but there is really no place for a personal description on your resume. A photograph of yourself is unnecessary; in fact, it is illegal for an employer to ask for one.

If your health is good, you may wish to say this in your resume—especially if the job you are seeking requires strenuous activity. If your health is "so-so" or not so good, don't mention health on your resume.

You don't need to state your marital status or number of dependents. While some employers may feel a "family man" would be more responsible than a bachelor, they **may** feel a woman with children would **not** be a good employee. While sex discrimination is illegal, that doesn't stop an employer from "wondering" whether a woman can handle both a family and a job. Old attitudes die hard.

Age is another controversial piece of personal information. If you're middle-aged or older, employers may feel you will not adapt well to new work situations; if you're young, an employer may feel you're unsettled or lacking in experience. It's best to show your qualifications for the job in the rest of your resume and not to mention age—at all.

The Conclusion

There are two ways of handling the section on references. Most often you should state: "References available upon request." However, if one (or more) of your references is prominent in the field in which you're applying for a job, you should list them in your resume. You may also wish to list references who are known to your potential employer—on a "positive" or friendly basis. Certainly you don't want to list a rival of your potential employer as a reference.

Never give a person's name to be called upon as a reference until you have asked that person's permission to do so. Not only do you want to be absolutely sure they're willing to serve as your reference, but you don't want that person to be caught "off-guard" with a request from an employer. Once the person has agreed to serve as a reference for you, let him or her know the types of jobs for which you are applying and the "qualities" on which you want to be evaluated. An employer may think it's nice that all your references think you're a "great person," but he/she will also want to hear from people who can evaluate you in terms of your qualifications for a specific position.

FUNCTIONAL VS. THE CHRONOLOGICAL RESUME

The information within the main body of your resume can be arranged either chronologically or functionally. The **chronological** format lists education and/or experience by date, in reverse order—the most recent accomplishment first. The **functional** format divides qualifications into major functions or categories such as management, sales, or writing.

The chronological format is best used by applicants whose recent experiences have been in a field related to the job they are applying for. The functional format, on the other hand, can be especially useful for applicants with narrow or erratic work experience. The functional resume

will show accomplishments and highlight job functions rather than employment dates. The functional format is the most forceful presentation of your skills and accomplishments.

Examples of both chronological and functional resumes are provided on the following pages. There are several examples of both kinds for different people with different types of "work histories." Which presentation would do the best job of describing you?

Example 1(a): Chronological Resume

Janet Smith
1628 Harrison Ave.
Billings, MT 59101

Home: (406) 252-0000
Office: (406) 245-0000

Job Objective

Managing editor position with a nationally-distributed consumer-oriented publication.

Work Experience

1973-present: Editor, Economic Journal, Ace Publishing Co., Billings, MT
Edited material submitted by junior staff writers and outside professional economists.

Drafted monthly editorial concerning economic events and theories.

Helped to boost subscription rate by 25 percent through massive advertising campaign and by developing monthly features of special interest to readers.

Worked on layout design and oversaw production by maintaining contacts with printer and art department.

1970-1973: Economist, U.S. Department of Economics, Washington, D.C.
Analyzed trends in consumer consumption based on data collected nationwide.

Developed program to simulate consumption patterns, given changes in income, education, and family size.

Wrote a technical report covering above program for use by government economists and for presentation at professional conventions.

Directed the work of two junior economists.

1968-1970: Economics Reporter, Hometown University Daily, Hometown, MT
Wrote weekly column on consumer affairs topics, such as comparative shopping, taxes and budgeting.

Developed special feature, Consumer's Corner, which covered relevant government legislation concerning consumers.

Education

Hometown University, BA Journalism, 1968: average grade 3.5 (on 4.0 scale)
Hometown University, BA Economics, 1968: average grade 3.5 (on 4.0 scale)
Hometown University, MA Economics, 1970: average grade 3.5 (on 4.0 scale)

Personal Information

Board member, Technical Journalists Society; College newspaper reporter of the year, 1967. Reading knowledge of French.

References

Available upon request.

Example 1(b): Functional Resume

Janet Smith
1628 Harrison Ave.
Billings, MT 59101

Home: (406) 252-0000
Office: (406) 245-0000

Job Objective

Supervisory economist with consulting firm in Washington, D.C.

Work Experience

Economic Analysis: Compiled and anlayzed data from a nationwide survey of patterns of consumption (U.S. Department of Economics). Determined relevant variables to be used in forecasting model. Also analyzed data for determining trends in area unemployment (Hometown University).

Model Development: Created a model for forecasting trends in consumer consumption resulting from changes in consumer income, education, and family size.

Supervision of Employees: Supervised two junior economists who helped develop the consumer model. Also, edited and directed preparation of articles to appear in the Economic Journal (Ace Publishing Company, Billings, MT).

Promotional Work: Helped to increase subscription rates of the Economic Journal by 25 percent through development of special interest features and a massive advertising campaign.

Education

M.A., Economics, Hometown University, 1970; average grade 3.5 (on 4.0 scale)
B.A., Economics, Hometown University, 1968; average grade 3.5 (on 4.0 scale)
B.A., Journalism, Hometown University, 1968; average grade 3.5 (on 4.0 scale)
Relevant courses outside major fields: marketing, accounting, and business relations.
Masters thesis on forecasting consumption and theory of consumption.

Professional Organizations

Member, Economic Association of America
Board Member, Technical Journalist's Society

References

References made available upon request.

Example 2: Chronological Resume

Mary Smith
Second Avenue
Main City, Montana 59000

Home: (406)560-0000

Job Objective

Executive Secretary with manufacturing firm in Billings, Montana.

Work Experience

1965-1978 Secretary to sales manager ALBEIT, INC., 1700 Grove Street, Main City, Montana.

--Took dictation, 120 wpm; transcribed from notes or voice recording.
--Arranged sales conferences, took minutes, and prepared preliminary report of conference.
--Arranged supervisor's travel. Scheduled appointments and received callers.
--Designed and maintained filing system.
--Reviewed salesmen's weekly reports, indicating significant items.
--Supervised one clerical assistant.
--Reason for leaving: Company merged with West Coast firm and moved there.

1960-1965 Stenographer, AUTOMETRICS, INC., 100 Pearson Street, Billings, Montana.

Took dictation, 100 wpm and transcribed from notes, voice recording, or stenotype machine.

Reason for leaving: Offered better opportunity at Albeit, Inc.

1952-1960 Clerk-Typist, BROWN MANUFACTURING COMPANY, 1200 Elm Street, Billings, Montana.

Opened and routed in-coming mail; maintained files; typed reports, correspondence and memoranda (60 wpm).

Reason for leaving: Needed to increase earnings.

EDUCATION

Graduated from Billings Senior High School, 1950. High school courses in typing, shorthand, office machine operation, English composition.

Office Management and Practices course -- on-the-job training at Albeit, Inc.; 40 hours

Community Activities

1950-1957 YWCA, Finance Committee (Chairwoman, 1955-1957). Developed budget; analyzed expenditures.

Worked closely with Executive Director, President of the Board, Comptroller, and United Fund.

1976-Present Business and Professional Women's Club, Treasurer

References

Available upon request.

Example 3(a): Chronological Resume

Pamela K. Jones
West 10th
Missoula, Montana 59801

Home: (406) 549-0100

Job Objective

Staff reporter position with daily newspaper.

Career Objective

Editorial position with Montana daily newspaper.

Education

B.A., English (Journalism Specialty), University of Wyoming, 1950. (Minor: Sociology) Winner of Arnold Trophy for public speaking; Mortar Board (women's activities honor society); Delta Sigma Rho (national debating honor society).

One year Creative Writing Course, University of Montana Extension Center, 1966-67.

Experience

1970-Present: Chairwoman of Volunteers, District 3, March of Dimes, Missoula, Montana

Recruiting and training volunteers, supplying them with publicity materials; following-up daily on volunteers' activities; receiving and compiling their reports; and preparing the final reports for headquarters.

1966-1970: Chair, Scholarship Fund Committee, Missoula Chapter, American Association of University Women

Directed program to raise money to send two girls to college, recruited and screened applicants; and selected scholarship recipients.

1964-1966: Membership Chairwoman, Hellgate High School PTA

Directed membership drives that doubled the membership in two years.

1950: Public Relations Assistant, Missoula YWCA

Helped design and produce leaflets advertising fall program of clubs and classes.

1949: Cub Reporter, Daily News, Cheyenne, Wyoming

Gathered information and wrote "Calendar of Events" column. Reported on community meetings and events.

1947-1950: Reporter, Feature Writer, Advertising Manager and Advertising Copywriter, College Daily News, Cheyenne, Wyoming

Filled these positions on college daily newspaper while attending school. Learned great deal about reporting and advertising.

Personal Information

Excellent health
Own car
Board member, March of Dimes (Director of Volunteers)
AAUW member, Chairwoman of Scholarship Fund Committee PTA member

References

Phil Smith, Managing Editor, Montana Daily News, 600 Travis, Montana City, Montana

Norma Green, Area Director, American Red Cross, 2016 Evans, Missoula, Montana

Tom Wolfe, Consumer Advocate, State of Montana, Helena, Montana

Example 3(b): Functional Resume

Pamela K. Jones
West 10th
Missoula, Montana 59801

Home (406) 549-0100

Job Objective

Fund-raising and publicity work for a Missoula Community Agency.

Experience

Fundraising: Served as chairwoman of volunteers for District 3, March of Dimes in Missoula for 8 years. Recruit and train volunteers in fundraising techniques, supply them with publicity materials, follow-up daily on volunteers' activities, receive and compile their reports, and prepare final reports for headquarters. Goal has always been exceeded.

Served as Chair of the Scholarship Fund Committee of the American Association of University Women for four years, directing program to raise scholarship money to send two girls to college each year.

Publicity and Promotion: Prepared leaflets describing and promoting fall programs for Missoula YWCA. Wrote newspaper releases. Developed 20-second radio spots and secured PSA time on local radio stations. Originated and supervised preparation of a TV feature on the Y's summer camp program. Acted as Public Relations Director during his absence.

Reported on community meetings and events for the Daily News in Cheyenne, Wyoming. Gathered information and wrote "Calendar of Events" column. This work required initiative and follow-through in making a wide range of community contacts.

Directed membership drives for Hellgate High School PTA which doubled membership in two years. Served on numerous other committees.

Education

B.A. English (Journalism Specialty), University of Wyoming, 1950. (Minor: Sociology)

Honors: Winner of Arnold Trophy for public speaking; Mortar Board (women's activities honor society); Delta Sigma Rho (national debating honor society)

One-year course in Creative Writing, University of Montana Extension Center, 1966-67

College Activities

Worked on college daily newspaper for 4 years. Assignments included: reporter, feature writer; advertising copywriter and assistant advertising manager.
Women's Honorary Debating Society (Philorthian)
Mortar Board

Personal Information

Own car
Excellent health
Board member, March of Dimes
American Association of University Women
Hellgate High School PTA

References

Mr. James Pearce, President, Rotary Club, 1206 Higgins, Missoula, Montana

Norma Green, Area Director, American Red Cross, 2016 Evans, Missoula, Montana

Phil Smith, Managing Editor, Montana Daily News, Montana City, Montana

Example 4: Chronological Resume

Florence G. Hardy
3126 West 4th
Great Falls, Montana

Home: (406) 761-0010

Job Objective

Assembler or inspector with electronics manufacturing company in Great Falls.

Work Experience

1948-1950: Inspector, electronics subassemblies line, NATIONAL BUSINESS MACHINES, 4052 South 11th, Billings, Montana

Inspected radio transmitters to locate defects, using magnifying glass, picks and mirrors. Traced routing of wires to connections. Tested dimensions of parts, using calipers and other tools. Wrote down defects on tag and removed these units from the assembly line.

1944-1948: Assembler, NATIONAL BUSINESS MACHINES, 4276 Broadway, Billings, Montana.

Wired units according to diagram. Bolted them to chassis using handtools and pneumatic wrench. Connected lead wires to terminals with spotwelder. Tested circuites for shorts and open wires.

Education

Walker High School, completed 10th grade. (Left to help support family when my father died.)

Community Activities

1958-Present: Women's Auxiliary, Letter Carriers' Union. Served on Membership and and Welfare Committees.

1951-Present: Women's Society of Christian Service, Grace Methodist Church, Chairwoman of Christmas Bazaar, 1968.

Personal Information

Excellent health
Can work days or split shift

References

Available upon request.

SALARY

We haven't mentioned salary in this discussion of resumes—for a very good reason: You shouldn't mention salary on your resume. Including the amount of a base salary in your resume could price you out of the market or limit you to a salary lower than the employer is willing to pay.

You should, however, be prepared to discuss your salary expectations by the time you reach your interview. To do this, you must have a good idea of what people in similar positions are making, what the company is willing to pay, and your economic needs. These factors have been discussed in Chapter 1.

If you decide you must mention salary in your resume, state an expected range rather than an exact amount. This type of information should be given in the personal information section.

FORMAT

When you put all the preceding information together, you have your resume. But, it does you no good unless it is clear and easily readable by your prospective employer. The sample resumes shown on the preceding pages will give you an idea of an effective format which could be used. A few pointers on putting together each resume would include:

1. Emphasize your assets—not your liabilities. Leave out anything which is unfavorable.
2. Use factual, concise language. State facts, not opinion. Keep language simple and clear.
3. Use active verbs to describe your abilities and activities forcefully. Start each descriptive element with a verb rather than "I" or a noun or pronoun.
4. Always be truthful. Don't exaggerate or misrepresent yourself. Studies have shown that 82 percent of employers verify at least some of the information on your resume. But, . . .
5. DO **NOT** UNDER-REPRESENT YOURSELF.
6. Use a standardized format with titles for each section. It must be easy for the employer to find out about you. He or she is not viewing this process as a treasure hunt.
7. Be neat. Make no typographical errors. Watch your spelling and punctuation.
8. **Never** send a carbon copy. A clean copy from a machine is very acceptable.
9. Have someone read and critique your resume—while it's still in draft form and you're still willing to make some changes.
10. Save all your resumes for future reference.

Remember, your resume is **not** meant to be the sole (or even the most important) means of selling yourself. It's one part of your job campaign. Don't expect it to bring fantastic job offers flocking to your door. You must decide what you want to do, where you want to do it, and then develop your strategy to obtain the position you want. Your resume is one part of your strategy—make it an effective part!

CHAPTER 4

INTERVIEWING

CHAPTER 4

Job markets fit into two general categories and you'll use a specific kind of interview for each, depending upon which type of job you're after.

Twenty percent of all jobs are available on the **open job market.** You can learn about these jobs by reading "Help Wanted" sections of the newspapers and magazines, or by visiting local Job Service Offices or private employment agencies. These jobs are typically the lower playing, entry level jobs for which many people are competing. (In Montana, 83% of all women who found work through local Job Service Offices were placed in jobs which paid less than $3.00/hr.)[1] You'll need to refine your traditional interviewing techniques for this job market.

The other 80% of all jobs are available in the **hidden job market.** These are jobs you learn of through your research—from your friends, your relatives, contacts you will make, and by doing "Information Interviews." These "hidden" jobs have great potential for job hunters. When you "find" a job in the hidden market, it is usually a very rewarding job—and since very few others (if any!) will know about that job, you won't have much competition.

A traditional job interview consists of a face-to-face encounter with the person(s) who has the power to hire you for a specific job. A not-so-traditional-but-guaranteed-effective interview is the "information interview" which will be explained later in this chapter. A lot of people are unnerved by interviews. The few people who are less so, have **learned** how to feel comfortable and thus do a good job selling themselves.

With the excellent preparation we propose here, we contend you will be less anxious and more confident after reading and applying this information. Realize that by reading the next few pages, you will be more knowledgeable and skilled in interviewing than most people and that includes **interviewers!**

Learning to be comfortable with interviewing is absolutely essential, not as hard as you may think, and can even be fun!

WHY IS THE INTERVIEW SO IMPORTANT?

—Landing a job interview means someone recognizes your potential; now all you need to do is confirm that recognition.

—This is your chance to pinpoint the employer's needs so you can demonstrate your ability to help meet those needs.

—An interview can provide you with valuable contacts in your chosen field of work and give you excellent experience in selling yourself.

—MOST IMPORTANTLY!! Being comfortable with the components of interviewing means you can make valuable contacts, collect data and find out where the "hidden" jobs are by doing "information interviews."

A very important thing to know is that an employee is hired, not because of four college degrees or a typing speed of 160 w.p.m., but because of **the kind of person he or she is** and because that person has convinced the employer that **he or she is the person for the job.** Keeping that in mind, please be aware that you're in your glory (that is, best able to express yourself well, act confident and display your overall competency) when you're relaxed and being yourself. Think about it. How can you show those appealing, strong parts of your personality when you're nervously wondering if so-and-so sitting across from you likes the answer you just gave him/her?

There are some "tricks" to being comfortable in interviews. We'll get into those tricks soon. BEING PREPARED and PRACTICE are essential, particularly if you have been out of the job market for awhile.

TWO KINDS OF INTERVIEWS

There are two kinds of interviews—(1) the **traditional interview** for a specific job and (2) the **"information interview"** where **you** initiate a meeting in your quest for career information. In both types of interviews, the process is a give-and-take affair—an interaction between two people who have a mutual interest. In the information interview, you and the "person-at-the-

top" are discussing a particular aspect of work which is of importance to both of you. In the traditional interview for a specific job, you (as the potential employee) are shopping for the best employer just as the potential employer is shopping for the best employee. In either of YOUR interviews, you're an active participant, not a passive spectator. **Excellent preparation and practice** will diminish your anxiety, elicit admiration and respect from your interviewer, make you stick out from the crowd (which is a MUST in a tight job market!), and help get you the job!

PREPARATION TIPS GUARANTEED TO LOWER YOUR ANXIETY LEVEL

Preparing for the interview ahead of time is the key to successful and pleasurable interviewing.

Read this section carefully. Here's what we suggest you do:

1. RESEARCH. Find out who you're talking to, and why it's important to talk to that person.
2. Practice good NON-VERBAL BEHAVIOR. This is the way you talk, walk, sit and look. Start working toward creating a non-verbal impression that is confident and competent.
3. Prepare lists of QUESTIONS TO ASK and QUESTIONS TO EXPECT. We suggest you read over our suggestions, prepare your questions and responses and then—RELAX—when you sit across from your interviewer.

Although the focus of this section is preparing for the traditional interview for a specific job, most of these principles relate to the information interview, as well, and should be applied in that setting.

1. Research

Don't go to an interview without knowing something about what you're getting into. The more information you have about Meadowgold Dairy, the stronger your "mutual interests" will be and the more you'll have to discuss together. You'll also be abie to recognize **ahead of time** how superbly you fit into the organization so you can be convincing about this during the interview.

Wouldn't **you** be impressed if you were interviewing someone for your company who knew where the branch offices were, which one was struggling to survive, who the competitors were, and even about the 1985 plan to open an operation in Billings?

How do you get "The Scoop" on this company, agency, institution, or small business???????

First, exhaust the resources of your local, or not-so-local, library. Reference librarians generally enjoy helping people gather information on a specific topic. If you're living in one of Montana's smaller communities, ask your own librarian to request information from one of the larger libraries. Or call the other libraries and tell them what you need; then call back to get the materials at a later time.

To give you an idea of some of the directories available, the following are three examples which are carried by most libraries:

STANDARD AND POOR'S CORPORATION RECORDS
MONTANA DIRECTORY OF MANUFACTURERS
THE FRANCHISE GUIDE

Secondly, some libraries (again, the larger ones) index or catalogue clippings from local newspapers. Ask your reference librarian if you could find information about community organizations such YMCA, Boy Scouts, Human Resources Council, handicapped centers, child care centers, and community action agencies in the newspaper index. Perhaps you're applying for the administrative assistant position with Campfire Girls. By reading some press releases, you could find their recent fund-raising attempt was quite successful and the money is ear-marked for child care programs. Though the information may seem insignificant, displaying this knowledge in the interview shows you're familiar with the agency and not haphazardly pursuing any old type of job that happens to drop in your lap. (Agency people also tend to appreciate or be impressed by demonstrated allegiance to their agency.)

Another excellent source of information is a current or recent employee with your "would-be" employer.

If you have an interview with Tour Valleys Realty, why not approach your uncle who works for a local competitor? This information will tend to be more subjective, but nevertheless, just as useful during the interview **and** in the process of deciding if you want to work there!

Visit (or write) the Chamber of Commerce in the area you want to work. Ask them about the local economy, the ownership and management of local businesses, and any plans for expansion, merger or sale. They are very happy to share this kind of information with people.

2. A Word or Two About Confidence

Employers are looking for employees who are SELF-CONFIDENT and SELF-ASSURED. (Being self-confident also means having "trust in yourself," "belief in your abilities" or "faith in yourself"). If you want to land the job you desire, you must be able to walk into an office and convey the attitude "I AM AN EXCELLENT PERSON FOR YOU TO HIRE."

When you have that self-confident attitude, you'll write your resume accordingly, your job application will stand out from the crowd and your initial interaction with the interviewer will most likely be positive.

Without some confidence, your handshake is limp, your resume lacks "pizzazz" and you'll have a hard time being convincing when the interviewer says "Why should we hire you?" You'll find you have to feel good about yourself to write strong, positive statements about yourself. If you're not convinced you can handle the job, you won't be able to convince anyone else.

Unlike many men who learned at an early age to congratulate themselves, take risks and even boast occasionally, we women learned to be overly cautious at risk-taking and to hide or play down our competence. Sometimes we completely ignore our own competence and believe the well-learned myths of female inferiority. But, believing in "false incompetence" **won't get you a job!**

In order to convince someone else of your worth, **you** have to recognize and be sure of it first! Are you convinced you are a truly capable, competent person? Not sure? Try answering the following questions **honestly:**

1. Do these statements sound familiar?
   "I can't do anything."
   "I'm not smart enough."
   "I'm a horrible (mother, friend, wife)."
   "Nobody would pay me to work."
2. Do you find yourself thinking up ideas for reasonable projects and immediately saying to yourself, "Oh, I could never do that" or "I'm not good enough"?
3. Have you been living with someone who has told you over and over that you're not smart, you're not very capable, or you can't do interesting things? Does that person put you down a lot?
4. Has it been a long time since you've felt like you've done a good job?
5. Do you find that when other people tell you what an excellent job you did or how good you are at something, that you are sincerely surprised by that feedback?
6. In developing your resume, did you have a difficult time putting things in positive terms? Did you find yourself saying, "that job wasn't a big deal—all I did was wait tables," or "Maybe I shouldn't write down my degree—it's so old!"? And how about "resumes are for people who have **done** something"?

If you find yourself nodding "yes" to these questions, then you are one of the thousands of women lacking in the confidence and self-image department. If your marriage has gone on the rocks (one out of three marriages **do** in Montana!), then it's possible that your self-image isn't the greatest. Now, more than ever, you need to feel good about yourself so you can plan a career and get a job. So what do you do?

HOW TO BECOME CONFIDENT WHEN YOU'RE NOT

Just as you can learn the job-hunting process, it's possible to LEARN to be self-confident. You can build your confidence just as you can build your muscles.

There's no time to delay. You have to get to work at counteracting all those years of being told (and telling yourself):

"You're too weak to lift that."
"Women don't worry about those kinds of things."
"You can't do it."

We'd like to share some suggestions with you for building your confidence. You should try to find time to work on some of these suggestions **before** you go for a job interview.

Groups

Group situations can be confidence-builders. By learning to speak up in a group, chair a committee or be open about your problems, you can overcome feelings of inadequacy and isolation. Here are some examples of groups which may be helpful to you:

Assertiveness Training consists of five or six weekly meetings with other women to learn and practice expressing needs, wishes and desires without imposing on others. If you have no access to assertiveness training in your community, pick up a self-instructional book (look in the Resources section of this guide). Or, you can organize women in your community who would be interested in assertiveness training and hire a facilitator to lead a one-day workshop.

Consciousness-Raising is a more informal method of building self-confidence. In consciousness-raising sessions, you meet regularly with other women (taking turns in each other's homes) to share feelings and experiences related to being female. A feeling of "I'm okay" is often a result when you realize other women have similar perceptions, thoughts and problems. If there are no consciousness-raising groups close to you, you can easily start one. Get in touch with the closest Women's Center or the Women's Bureau in Helena for information on starting a group.

A **Life Planning Workshop** is a one-day meeting designed to help you to organize your priorities, develop personal goals and make a commitment to attain those goals. This experience is an excellent beginning to your career planning. Life Planning Workshops are usually led by one facilitator, and a moderate fee is charged.

Career Planning Workshops are designed to help you plan your career; they're pretty similar to the career planning section of this manual, but more concentrated and performed in a group setting with an experienced facilitator. There is usually a fee. Some workshops are held on weekends so you can take advantage of opportunities in neighboring communities. Check with your nearest university, junior college or vocational-technical center to find out if they'll be sponsoring a workshop in the near future.

Volunteer Work, or being a member of a service group in your community, could provide you with an opportunity to participate in group discussions, and to learn some organizational and leadership skills. Service groups can also give you a feeling of "belonging." Shop around for an activity and group suited to your interests and needs. Try the Chamber of Commerce for a list of all such groups in your community.

Classes, Courses and Learning Opportunities

Whether it's a class in yoga, bookkeeping, auto mechanics or swimming, a learning opportunity helps your self-image jump up a few notches when you learn to do something new and challenging. Learning a new skill shows you that you're a capable person. Especially effective as confidence-builders are opportunities to conquer those mysterious fields of knowledge you were always convinced **you** couldn't possibly learn. (Math and auto mechanics are classic examples for women, but any skill has that possible quality, depending on how you were raised. "Oh, you'll never be the writer your brother was" or "Cooking never was your forte.") If you're a single head of household, your independence will be more pleasurable and a source of confidence if you learn to better understand those household chores usually relegated to the male mate—fixing the car, plumbing, or repairing light fixtures.

Check to see where you can take adult education courses in your community. Look at schools, churches, YMCA's, YWCA's, community centers, or libraries.

Taking a class to improve a job-related skill will make you feel more assured of your qualifications in your field. It can also give you an important "boost" needed to switch careers. If you live too far from a school where you can learn accounting, for instance, what about re-locating to a larger city for the summer session?

What if you'd like to get some training or re-training and it's been a long time since you were in school? Don't let that stop you. If you've been a full-time homemaker for fifteen years, it's understandable that you would have reservations about trying out rusty skills (particularly in competition with younger students). But, there are lots of mature people returning to school and most people get better grades when they go back to school than they did the first time around!

If you have extremely overwhelming feelings of anxiety regarding school, but you would really like to go, how about taking one class to try it out? Or, you could take an aptitude test so you'll squelch all feelings of being afraid that "I'm not smart enough."

What if there are no places to take any classes in your community?

—You can round up enough people and bring an instructor in once a week or once a month.
—Consider contracting with someone individually to teach you a skill you'd like to learn.

Counseling

If you're going through a transition in your life (separation, widowhood, children leaving home, or divorce) you'll probably find yourself changing as you assess your life from a new perspective. Change can be as painful as it is exciting, especially if you have the feeling that "nobody really understands how I feel." Getting some individualized professional counseling can provide you with necessary support that helps make the changing process, itself, a more enlightening experience. Unlike personal friends, professional counselors make their livings by talking to and listening to people talk about their problems. You don't have to worry about boring them or bending their ears. (You do have to worry about affording them.) Professional counselors come in the form of psychiatrists, psychologists and trained couselors and social workers. You can find them working in hospitals, mental health clinics, and universities, as well as individuals operating private practices. You should shop for a counselor carefully, in the same way you would for any significant investment of your time and money.

SOME POINTS ON BUILDING CONFIDENCE

When taking risks to build your confidence, be sure to start small. Begin with something realistically achievable, pat yourself on the back and move on to something more difficult.

It's important to TAKE ACTION in your life in order to feel good about yourself. If you've been meaning to finish building the chicken coop, write a letter to the editor, or divorce your husband, quit procrastinating and do it. Making decisions and implementing them will give you a feeling of control over your life. How can you feel confident if you have to ask someone else before you can do anything?

Knowing you can entertain yourself when alone also is important. How long has it been since you went alone to a movie you wanted to see? Do you feel lost without an escort? Pick something you really like to do and do it alone. There is an exhilarating feeling of freedom you can enjoy knowing that you are an individual capable of spending time by yourself, seeking self-approval instead of approval from others.

If you are to become a more self-assured person, recognize that quality as a goal and resolve to work toward it.

If you don't like the way you look—if you're not physically fit or you're overweight—remedy either of these through diet and/or exercise. Get advice from a doctor. Read some literature on physical fitness, plan an exercise program for yourself and stick to it. (It's difficult to sell yourself to an employer if you're feeling sluggish, fat and unattractive.)

If you'd **like** to take risks by doing new things, but can't do them because of family responsibilities, then encourage your spouse and/or children to take on more responsibility for household chores.

3. Non-Verbal Behavior (Those Unspoken Clues)

Did you know that non-verbal messages make up 60 to 90 percent of the total communication process? All you have to do is walk through that door and you already have communicated a lot about yourself to the person sitting there. You send messages according to how you're dressed, how you stand and walk, and whether or not you look him or her in the eye.

Your brand new training certificate, your years of experience coordinating volunteers, or your excellently prepared resume will have a much, much stronger effect if you can be equally impressive in your NON-VERBAL behavior.

Good EYE CONTACT is essential in an interview. Start noticing if you're able to look people directly in the eye when you're speaking. Almost everybody can stand to practice this. Eye contact doesn't require that you "stare them down," but do look directly into their eyes for a few seconds, then glance away or drop your glance to their mouth. Good eye contact tends to enhance the quality and impact of speech.

The HANDSHAKE is as American a gesture as lowering the flag at dusk. If you don't feel comfortable using it now, start practicing everywhere possible! This non-verbal messages shows you're familiar with dealing with the public. Knowing how to shake hands firmly and confidently is essential in all interview contacts—including those with women interviews.

Become aware of your FACIAL EXPRESSIONS. Most women find it easy to smile and to

demonstrate warmth and affection. However, this trait may lead to excessive or inappropriate smiling, nodding or expressions of approval. Start working on this tendency now, or you may find yourself "listening" to an employer lament about her dog that died the same morning of your interview—meanwhile you're nervously (and out of habit, perhaps) GRINNING as though you had just heard a good joke.

Do you use GESTURES (arm and hand movements) which **emphasize** your words but don't distract from them? Distracting movements include fidgeting with a button, clicking a ball-point pen, chewing your lip, constantly adjusting that strand of hair. Don't laugh—we're all guilty of these movements in our times of anxiety. What are yours?

Take a look at your POSTURE—how you hold your body while sitting, standing or walking. Posture can express confidence or be a dead give-away of a lousy self-image. In the interview, you want to aim for a "moderate" posture—relaxed but sitting up straight, absolutely attentive.

What kind of VOICE QUALITY do you have? Do people ask you to speak up frequently? Could it be that you feel your words are not important? Talking loudly is no more effective, since it turns people off quickly. Monotones put people to sleep and indicate a boring personality even if that's not true. Get some advice and feedback from a trusted friend and practice using your voice effectively so it matches your feelings as well as your abilities.

POSITIVE SELF-STATEMENTS are an important component of the interview. Unfortunately many of us are quite experienced at making "discount statements" or "negative self-statements" regarding our abilities. It's a hard habit to overcome, but start working on it **now** before you get that interview. Take all negatives and make them work for you like this:

Negative	Positive
1. "I've always been a slow typist."	1. "I type 30 w.p.m. accurately."
2. "All I've done for the last ten years is raise children."	2. "I have successfully managed and supported the development of four happy, healthy individuals for the last ten years."
3. "My only job experience has been helping my uncle on his ranch and I didn't even get paid."	3. "I spent four summers being a ranch assistant. I was responsible for repairing fences, managing stock and maintaining all of the equipment."

What about DRESS? What message are you giving with the clothes you have on right now? Clothes are an extension of your personality and an outward symbol of the kind of person you are.

Do your clothes say what you want them to say? (You don't have to have a lot of money to dress well—there are second-hand stores, budget departments at clothing stores and low-priced accessories which can add some "pizzazz" to your ten-year old outfit.)

A Lot of Tips on Clothes for the Interview

—Dress must be **absolutely appropriate** for the particular line of work you're pursuing. Here's where your research pays off. Do all the tellers in this particular bank wear suits with skirts? If so, you know exactly what to wear for your information interview with the vice-president. Or, you've asked the woman down the street what the typical work attire is for sorters in the pulp mill. She says blue jeans are common, so you wear a dark-color pair of corduroy Levi's to your interview. See what people already on the job are wearing and make sure you look **better!**

—Impeccable **cleanliness** and **neatness** outweigh the importance of style (particularly in Montana).

—Save the heavy perfume for weekends.

—When in doubt, choose the more moderate purse, blouse, hairdo, etc.

—You'll find that by dressing in a particular way, you may feel better about yourself, more outgoing and thus be able to accomplish tasks that appear difficult. So, even if you're living on a tight budget, figure out what will give you a "lift" and buy it. In the long run, the payoff will be good.

—If you haven't been in the job market for quite awhile, make sure your clothes don't indi-

cate this is so. Don't wear that early 60's suit OR, if you wear it, update it with some contemporary accessories.

—If you buy a new "interviewing outfit," try it out around the house first. This preparation will alleviate your worrying about your pants being too long or keeping an ill-fitting blouse tucked in while looking over the organizational chart of IBM. Be sure to be COMFORTABLE in your clothes. This rule will help you to be yourself; being comfortable with yourself may get you that job. Don't wear a dress that is stylish, young-looking, but "not you."

—MAKE-UP users, don't wait until the morning of your interview to try out that new shade of base; you may discover in the company restroom that it looks horrible in office lighting. The rule of thumb for make-up is to be **conservative. (A special work to confirmed non-make-up users.** If you're considering a position where the female employees all use make-up, consider a touch of well-applied cosmetics, at least to get the job. Later after your excellent work is recognized, you can probably return to your natural look. If you play it "straight" for the interview and receive a job offer, at least you have a choice!) Some cosmetics dealers offer a free service that you may find exhilarating and informative—professional complexion analysis complete with a sample make-up job by an expert. It's fun!

—How long have you had the same HAIRSTYLE? If you feel most attractive (in a business sense) in a late 50's hairstyle and you truly believe it suits you best, keep it. However, if your braided bun is simply a habit, your ex-husband thought it was sexy, or you can't think of anything else to do with your hair, start considering a change. It's amazing what a new haircut can do for your self-image. Try it. Start looking in magazines for a style that suits your personality and your lifestyle.

ONE LAST WORD ON NON-VERBAL BEHAVIOR

Remember—these comments are only suggestions and guidelines for you. The final decision is yours. You must judge what feels right for you and do it.

4. Questions To Ask and Questions To Expect

You can easily eliminate as much of the uncertainty of interviewing as possible by PREPARING and PRACTICING: (1) questions you are likely to be asked and (2) questions to ask the interviewer, as well. Knowing what to expect helps to prevent migraine headaches, sick stomachs, weak knees, stammering, etc.

At the end of this section we have added a special section on "tough" questions or "ringers"—those irrelevant, insulting, discriminatory or illegal questions that pop up in **most** interviews. (Do you know that you may be asked what birth control method you use???) We will suggest "fielding" those questions in a way in which you can provide the interviewer with reassurance of some sort, and yet **not compromise your own principles by disclosing information that is private to you.**

Interview Questions

Keep in mind as you look over this list of **Questions to Expect** that, with preparation and practice, every question can be used in your favor—as a way of emphasizing one of your assets.

Questions FROM the Employer

Openers

—May I see your resume?
—What can I do for you?
—Why are you interested in joining our company?
—Why do you feel qualified for this job?
—What do you think you can do for us?
—What attracts you to us?
—Tell me about your experience.
—What pay do you have in mind? **(Try tactfully to avoid answering this one early in the interview.)**

Regarding motivation

—Is your present employer aware of your interest in a job change?
—Why do you want to change jobs?

—What caused you to enter your present job field?
—Why do you want to change your field of work?
—Why are you leaving the military service at this point?
—What would you like to be doing five years from now? When you retire?
—What is the ideal job for you?
—If you had complete freedom of choice to be a great success in any job field, which would you choose? Why?

Regarding education

—Describe your education for me.
—Why did you pick your major?
—What was your class standing?
—What were your activities?
—What honors did you earn?
—What were your average grades?
—Did your grades adequately reflect your full capability? Why not?
—What courses did you like best/least and why?
—Have you had any special training for this job?

Regarding experience

—Why should I hire you?
—How do you fit the requirements for this job?
—What did you do in military service?
—What would you do to improve our operations?
—Who has exercised the greatest influence on you? How?
—What duties performed in the past have you liked best/least and why?
—What are your three greatest strengths/limitations for this job?
—What kind of supervisor did you like best and why?
—What kinds of people appeal most/least to you as work associates?
—How many people have you supervised? What were their jobs?
—What are your greatest accomplishments to date?
—What equipment can you work with?
—Why have you changed jobs so frequently?
—Have you ever been fired or asked to resign?
—Describe the biggest crisis in your career.
—What were you doing during the period not covered in your resume?
—Why were you out of work so long?
—What was the specific nature of your illness during your extended hospitalization?
—Why did you leave your previous jobs?
—Do you have any particular weaknesses on or off the job I should know about?
—Could I see samples of your work?

Objections

—We prefer younger people/college graduates/more experience/people willing to start at lower pay/people who have lived in the area more than a year/people who are married, divorced, without children, single. (Anticipate the questions most likely to come up in your case.)

Regarding pay

—What do you require?
—What is the minimum pay you will accept?
—What is your pay record for the last five years?
—Why do you believe you are qualified for so much more?
—We can't pay the salary you should have. Would you be willing to start lower and work up to that figure?
—What do you expect to be earning five years from now?

Other questions

—What public figures do you most admire and why?
—What books have you read in the last three months?
—What periodicals do you subscribe to?

—What are your primary outside activities?
—Do you belong to any organizations?
—What kind of security clearance do you have?
—Have you ever applied for unemployment compensation?
—Will you tell me the circumstances of your divorce?
—Have you ever been arrested?
—Would you have any concern whatever about a full background investigation?
—How many days have you been off the job for illness in the past two years?
—Describe your health to me.
—What is your wife's (husband's) attitude toward your work?
—What do you think of women's lib? Black power?
—Do you own your own home, car?
—What is your net worth?
—What is your insurance/indebtedness situation?
—Will you be able to put in extensive overtime or travel extensively on the job?
—Whom can we check as references?

Tips on Answering Questions in the Interview

Take your time. You have a right to think through your response. Don't hesitate to say "Could I have a minute to collect my thoughts on that one?"

Feel free to ask for clarification if you don't understand what the interviewer is getting at. "Could you tell me what **your** definition of "women's libber" is?" This will also give you more time to prepare your answer.

Be prepared for anything. Most interviewers do **not** have training in the field of interviewing and will ask outlandish questions that may cause you to gasp if you're not prepared.

There are many, many different ways to answer one question. Having done your "homework" before the interview, you can relax, be yourself and answer questions according to what feels right.

Never volunteer any information during the interview which will hinder your chances for the job. Women are notoriously honest and often give information that is not necessary, doesn't relate to their work performance and, yet, because of the interviewer's biases, will damage their chance at the job. (Don't describe how long it took you to get through college or how afraid you are of spiders.) Don't ever put yourself down in answering the interviewer's questions. Turn every question into a positive statement by approaching every question with an "I can" attitude instead of "I never have" or "I can't."

Any extra information provided should relate directly to the position for which you're applying. If the interviewer gets off on a tangent regarding his/her fishing trip in Canada, gently direct the interview back to the subject by initiating a question regarding the job opening.

Your answers should indicate your preference to work in this particular job, for this particular company. It's not only flattering to your questioner; it demonstrates that you're not "just looking for any old job."

Assuming you've gotten as far as the interview and that you really want this job, how do you answer those "tough" questions without compromising your own values and still demonstrating you would be an excellent employee?

LEARN TO "FIELD" QUESTIONS THAT YOU DON'T REALLY WANT TO ANSWER

Let's face it—an employer views you as an investment of his or her time and money. An employer can't afford to pick the wrong person. Likewise, you can't afford to invest your abilities and experience where they will go unnoticed, right? After all, you're an important person, have a lot to offer and deserve a **good** job!

Therefore, it makes sense to show an intent of responding to the interviewer's inquiry, but without violating your own dignity. We suggest you "field" those questions which may be inappropriate and/or irrelevant. By "fielding" questions, you avoid being rude and aggressive (Forget it!. . .That's illegal!. . .You're a sexist pig!). On the other hand, you shouldn't be passive and disclose all sorts of information you don't want to.

Be aware of the possibility that this employer/interviewer has been "burned" by a previous employee who exhibited (to the company's demise) the kind of behavior he/she is alluding to in **your** interview. Be prepared to quell his/her fears by reiterating and confirming your competence.

Here are some examples of "fielding" or answering questions indirectly. Notice that in all responses, the respondent is careful to end on a strong, positive note.

Fielding "Tough" Questions

If you have a sense of humor, use it to lighten the situation, demonstrate your confidence and relax your interviewer. Being able to chuckle about male-female roles in the work force is important. Any woman employed in an all-male work situation will have an easier time if she can accept some friendly "ribbing" once in awhile.

Classic questions for the woman exploring non-traditional job opportunities:

Q. "What makes you think a little girl like you can handle a 'man's job'?"

A. "Because I have previously—when I painted my parents' house, cleared trails for the Forest Service last summer and spent most of my youth living on a ranch. There wasn't much discrimination when it came to who was going to do the haying or round up the cattle." (Said with a twinkle in your eye.)

Q. "What do you think about the women's movement?"

A. "Which particular aspect are you referring to? If you mean equal opportunity in work, I'm all for it! How else could I have a chance at working here, painting houses which I enjoy doing and am good at!

Q. "Are you a women's libber?"

A. 1 "I'm not sure. Could you explain what you mean?" (no defensive tone of voice, please), or

A. 2 "Well, I've always earned my own living and enjoyed it, if that's what you mean. Also I've always preferred to do manual work and I'm good at it!"

Q. "Is that why you want this job?"

A. "I am interested in becoming Mr. Brown's assistant because I realize he does quality work, I enjoy manual labor and I know I'll do a good job!"

Q. "How do you think you can handle being around a bunch of men who swear?"

A. "Fine! I've had experience, believe me. I cooked for 20-30 men in hunting camps for two seasons. I also have three brothers."

Q. "If we hire you for this position, what guarantee do we have that you won't leave to have a baby?

A. "I'm interested in a career in this field, and don't foresee any problems caused by leaving to have children. I would not quit if I decide to have children at some future date.

Some "ringers" for women re-entering the job market:

Q. "Let's see now, Mrs. White, you haven't worked in. . .fifteen years?"

A. (with a smile and good eye contact) "Quite the contrary, Mr. Jones. If you will notice on my resume, during the last fifteen years I have held a number of responsible positions in community agencies where I coordinated volunteers, raised funds and did public relations. In addition to those positions I worked full-time managing a five-person household which included extensive planning, accounting, public relations and chauffering. I assisted my husband through graduate school, landscaped our present home, secured a sizable financial grant for my son's college education and ran my daughter's Brownie, Girl Scout and Explorer groups for twelve years. (You could possibly go on—you get the idea?)"

Q. "Quite frankly, Mrs. Smith, the rest of our staff here is under 35. I have some serious reservations regarding your age. I'm just not sure you would be comfortable here."

A. "Mr. Jones, I have no doubts regarding my ability to work well with people of all ages. I have found a lot of success and satisfaction from working with all different age groups—through my experience as a homemaker and community worker. I am sure maturity would be an asset to your firm, particularly in the position we're discussing."

Q. "I understand, Ms. Thomas, that you are recently divorced (separated, widowed). What makes you feel ready to take on this job? The last person in this job was talking to her "ex" all the time on the phone."

A. "Mr. Smith, I have always been the kind of person who enjoys working hard and being totally involved in my work. I am **confident** my personal life will not impose on the quality of my work." (This response communicated firmly, with good eye contact, will

most likely close discussion on an irrelevant topic and give this employer the assurance he/she needs.)

Q. **"We usually hire married people for this teaching position; in fact there are only two teachers out of sixteen who are single."** (And of course, you are single, but it's a super opportunity and you want the job!)

A. "I have difficulty seeing how my marital status would affect my work. Have you found marital status a significant factor in the quality of your teachers here? (Being honestly interested in your interviewer/ employer's problems shows consideration for him/her as well as "professional" interest and concern. Once this point is clarified, you may discover that the atmosphere is not liberal enough for you to be happily employed. Better to find out now rather than after you've signed a contract.)

Q. **"I've had bad experiences hiring women with children. How many children do you have, Ms. Smith?"**

A. What would you say to this one?

How About Your Part in This?

Remember you are an active participant in YOUR interview.

Having done your research and knowing a little, maybe a lot, about this particular operation, you will use this information to engage in a (hopefully) interesting and spirited dialogue with your would-be employer.

Knowing that information is required in order to make a wise career choice, you must find out exactly what the job entails before you decide it's the best one for you! An excellent way to get information is to ask questions of your interviewer.

Asking well-prepared questions demonstrates your selectivity, shows you have a high standard for yourself and makes you more desirable to the employer.

Questions To Ask Your Interviewer!!!!!

Openers

—(After the usual cordialities): Have you had a chance to review my qualifications brief?
—Did it raise any questions about my qualifications that I can answer?
—Did (the previous interviewer) give you the full story on my experience?

Regarding job content

—Would you mind describing the duties of the job for me, please?
—Could you show me where it fits in the organization?
—What characteristics do you most like to find in people on this assignment?
—Is this a new position?
—What do you consider ideal experience for this job?
—Was the previous incumbent promoted?
—Could you tell me about the people who would be reporting to me?
—How does their pay compare with that in other sections/companies?
—Are you happy with their performance?
—Have there been any outstanding cases of dissatisfaction among them?
—What is the largest single problem facing your staff now?
—Is there anything unusually demanding about the job I should know about?
—What have been some of the best results produced by people in this job?
—Could you tell me about the primary people I would be dealing with?
—What are their strengths and limitations as you see them?
—What are the primary results you would like to see me produce?
—May I talk with the person who last held this job? Other members of the staff?

Regarding the employer's problems (and reflecting your ideas)

—Is there any problem on this job with waste/quality/accuracy/public acceptance/meeting quotas/inventory, etc.?
—Have you considered. . .(some equipment or technique to improve operations)?
—I have often wondered why. . .
—Do any factors prevent action along this line. . .?
—Have any recent steps been taken regarding the problem of. . .?
—How is the current marketing program going?
—Is there an untapped market for your service in. . .?
—Would this approach produce good results. . .?

Regarding your bid for the job, pay, and other closing questions

—Is there anything else I can tell you about my qualifications?
—From what I've told you, don't you think I could do an excellent job for you?
—I can be ready to go to work in____ days. Should I plan on that?
—Based on my qualifications, don't you think $____ a year would be appropriate for me in this job?
—**Would you mind telling me the pay range the company has in mind for this job?**
—Do you think a higher salary could be justified in light of my particular experience?
—Can you tell me the prospects for advancement beyond that level?
—I greatly appreciate your offer. How soon do you need a decision?
—Will it be all right if I let you know by (date)?

Regarding benefits (raise only after it looks like you will be offered the job—or separately with the personnel department)

—Could you tell me briefly about your benefits program? (Vacations, insurance, retirement, profit sharing, bonuses, hospitalization, etc.)

If the employer is undecided

—May I check back with you on (day of the week)?

If the employer finally says "no"

—Do you know of others in the organization or elsewhere who would be interested in my experience?
—I very much like what you're doing. Could you keep my qualifications brief on hand for other openings in your office or referral to others?
—If the situation changes, please let me know.

You may choose either to intersperse these questions throughout the interview (this way is ideal and will promote a full discussion), or you may prefer to ask your questions toward the end of the meeting.

Jot down the questions you choose on a 3" by 5" card to take with you to the interview. This way your memory doesn't have to struggle and you can concentrate on listening and responding to the answers.

How Do You Handle "Sticky" Questions Concerning Money?

It is important to bring up the topic of salary if your interviewer doesn't. Anyone worth his or her salt in the working world wants lots more than salt for pay.

In applying for a non-traditional job usually held by a male, you may want to make your family responsibilities (as single head of household with three dependents) known—your need for financial security **may** enhance your chances for employment. (This is often the case in high-paying, low-skill factory work where most people are working for income, not for career advancement or the stimulating work environment.)

You should be obviously concerned with being paid what you are worth (a lot!) but you are primarily motivated by your desire to work hard in the field you have chosen.

Do mention salary and benefits—at the **end of the interview!**

If you are asked what salary you would require, experts say to be sure of the going rate for those in your field, add 5% to 10% and then request your salary using a range of figures.

Okay. You've read this whole manual and have been preparing yourself for interviewing—Check this list to see if you're:

READY FOR THE INTERVIEW

—Are arrangements set up for your babysitter to arrive at least an hour before your interview time?
—How about a back-up plan?
—Do you have reliable transportation?
—Have you practiced interviewing either through the interview-for-fun or with a friend?
—Are you sure of your transportation and child care plan if you should get this job?
—Have you prepared your "interview outfit?"

In your manila folder, briefcase or flat envelope purse. . .(having all related items gathered together will make you feel and look professional):

—Do you have extra copies of your resume?
—Do you have samples of your work? (Don't overlook items that you were responsible for but may not have been paid for).
—Do you have a 3" by 5" card containing your questions for the interviewer?
—Do you have a pen and paper to take notes if necessary?
—Do you have complete names, addresses and phone numbers of references?

DAY OF THE INTERVIEW

—Leave yourself some time alone or with a friend to relax before you go. If you meditate, do yoga, weed the garden or take a bath for relaxation, do it!
—Don't rush out the door giving your babysitter last minute instructions and wondering if the baby will ever stop crying. Leave lots of time to settle things at home.
—Leave the scene of your home responsibilities early to sit in a quiet place, sip coffee, tea, whatever you find soothing, look over your resume and your list of questions for last minute preparation.
—As you sit there, be sure to think positive, no matter how bleak things may seem. Think of the good things you've done and all the great things you could do if you landed this job. Recall the positive comments people have made about you. Again, don't put yourself down.
—Go to the interview **alone.**
—Gum chewing does nothing positive for your image!

HERE IT IS!

So you're relaxed because you're prepared, you know you look great and you're ON TIME!
—Introduce yourself cordially to the receptionist/secretary. Be your normal, pleasant self. People in these positions often have influence in the hiring decision!
—Greet your interviewer with a handshake and a smile. Using a handshake (and the smile) helps to put him/her at ease.
—"Small talk" will relax you **and** the interviewer. (Isn't that how most interactions begin?) Why not comment on the scenic view out the office window, the poster that catches your attention or the interesting way the outside office is arranged? (The weather's always a good one, eh?)
—Be aware of how much you're talking. Remember this is a give-and-take situation which means no one should be talking non-stop. (Chattering away is a display of nervous tension.)
—If the phone is ringing constantly, or your interviewer has been interrupted frequently because there has been an emergency in the department, be perceptive and considerate by suggesting an alternative meeting date and time to get together. (It's **your** interview; your career is at stake, so make sure you get a fair chance at selling yourself. You deserve it!)
—Controlling the interviewing environment in small ways will increase your confidence, give you a feeling of being an equal and actually make you more comfortable. If it's stuffy, suggest opening a window. Choose a more comfortable chair. Ask your interviewer to look at your resume.
—**Don't beg for the job.** Be firmly, enthusiastically and obviously interested but remember, this interviewer/employer needs you as much as you need him/her.
—Be cheerful if at all possible. Nobody wants to hire someone who looks like their best friend just died.
—Hard workers are hard to find and in high demand. Convey this part of your character during the interview.
—**Be yourself.** This rule is mandatory. With previous preparation and practice, acting natural will come easy.
—Despite all of our suggestions, tips and guidelines, the ultimate choice of action lies with you. Do what feels comfortable.

NOW WHAT?

The interview comes to a close, your qualifications are exactly what they're looking for—you're offered the job on the spot. Unless you are **absolutely positive** that this is the place and employer for you, ask when you can let them know your decision.

If you're **not** satisfied with the salary offered and you're sure they want you, call up the next day and say something like, "Is that the best you can do for me in the way of pay?"

Holding off is a good strategy for negotiating better salary. If it's clear there's no hope for improvement, this kind of statement is in line: "Well, I had hoped for a better salary, but considering the interest I have in getting into this field, I will accept."

WHAT IF?

You're not sure of the employer's decision as you walked out of the interview—you will be notified by phone.

Write a letter like this **immediately** (some people have used telegrams):

2100 Main Street
Missoula, MT 59801
March 2, 1978

Ms. Joan Becker
Springbrook Elementary
610 Lane Drive
Missoula, MT 59801

Dear Ms. Becker,

I want you to know that I am very interested in the position of administrative assistant as we discussed today.

From our discussion, I am confident that I would be an asset to Springbrook Elementary. I believe my abilities lend themselves well to the forward-thinking philosophy of yourself and your staff.

In any event, I do want to thank you for the consideration shown me today.

It was indeed a pleasure to meet you.

Sincerely,

Janet Barter

Janet Barter

This tactic is a reminder of who you are and distinguishes you from the other possible candidates.

WHAT IF?

You and your interviewer concluded that you were not the person for the position, then this:

2100 Main Street
Missoula, MT 59801
March 2, 1978

Ms. Joan Becker, Principal
Springbrook Elementary
610 Lane Drive
Missoula, MT 59801

Dear Ms. Becker,

I greatly enjoyed our discussion today regarding your current opening. Although we agreed that my qualifications are not in line with your needs at this time, I wanted you to know that I am tremendously impressed by the progressive philosophy of your school and your approach to staff supervision.

I do hope you will keep me in mind in the event a more suitable opening should occur.

If you hear of others in need of talents like mine, I will greatly appreciate your action to call my resume to their attention.

Again, my warm thanks for your consideration this morning. It was a pleasure learning about Springbrook. I do hope we will have the opportunity to meet again.

Sincerely yours,

Janet Barter

Janet Barter

After-interview letters are another way of cementing friendships and making contacts in the job market.

Now that you've established this relationship, keep it alive. Call a few weeks later or stop by briefly to chat.

If you walked out of your interview knowing that it was not successful, that you said all the wrong things and that despite following our suggestions guaranteed to lower your anxiety level, you were too nervous to do a good job of showing how great you are:

Don't Despair!!!

As Richard Lathrop writes in **Who's Hiring Who,** "Recognize that interviewing is a game at which you will occasionally lose."

For heaven's sake, don't give yourself a hard time. Instead look objectively at what happened. What did you do well? excellently? What did you goof up? How could it have been handled better? Take notes so you can do better next time.

Remember that good interviewing takes practice. You just had a practice run. Next time you're bound to do better because of your experience.

WHAT IF YOU FOLLOWED ALL SUGGESTIONS AND "NO GO!"

What if you've had twelve interviews in the last year and you're still collecting unemployment (not by choice)?

Well, you've obviously had lots of practice—that's not the problem, right?

Try an interview after reading this manual and making the preparations we suggest.

Still no results?

It's time to get some help from a friend (not the kind who will never tell you when you have something big and black between your teeth) or a professional.

If you haven't been able to sell yourself after all this time, then you may have some kind of behavior that is offensive to people that you're not aware of—ask a friend or a "professional"—someone who does counseling for a living.

Try and get to the bottom of the problem as soon as possible.

The longer you blame the lousy job market for your unemployment, the more "down" you get which shows in an interview.

Who wants to hire a depressed person who has been rejected so much that they can't sell themselves at all?

Quit blaming the world. There are jobs out there to be gotten, no matter what the unemployment rate is. If you've been trying for a long time, then there's a problem—get to the bottom of it. The sooner you solve it, the quicker you'll get hired.

WHAT IS THIS "INFORMATION INTERVIEW"???

After you've done some career/life planning, have an idea of what fields of work interest you, and have an excellently prepared resume, you must determine who your local experts are in those fields. Contact him or her **(after you've read the preparation section of this chapter)** to discuss your mutual interest, whether it's accounting, child care, plumbing or seventh-grade basketball coaching. Your purpose (and you must make this clear in the initial interaction) is to get information, **not a job.** (Of course, your **ultimate goal** is employment, but make it obvious you're currently "doing research," "collecting data," "interested in current trends," or "doing a study.") Be clear yourself that you are not after a job offer and be sure your attitude and behavior say so. When the secretary (whose job it is to get rid of job applicants) says, "I'm sorry, Ms. Worker, we're not accepting applications at this time," your response should be something like, "Again, Ms. Secretary, I'm **not** looking for a job. I would like to talk to Ms. Smith regarding the child care situation here in Glendive." (You're interested in eventually working in day care, perhaps setting up your own center.)

Another one: "I'm considering further training in the business field and would like to get your expert opinion on the trends you foresee in tax investment counseling. If you're extremely busy, perhaps a lunch appointment would be possible."

Some questions that should be answered during your information interview(s) are:

—How does this organization rank within the particular field or industry?
—What are all the projects or services of this organization?
—Is this service/business unique in any way?
—What is the general image of the organization in people's minds?
—What kind of growth do you see for XYZ, Inc.? (or for the nursing, small business, or engine mechanics profession?).

In your research, look for a problem that this employer has (all employers have them!). If you can determine a specific problem in your research and addresss it **tactfully** during the interview you will impress the interviewer with your knowledge of and interest in the organization.

Example: "Ms. Smith, I understand you are planning a drive to raise money to build a new playground. In addition to my child care experience, I have quite a bit of experience raising money for the March of Dimes and the United Way. I bet I could help you raise that $3,000 in three months!"

> **A word of caution here:** Don't come on like a know-it-all. Once you've determined a way in which you, Sara Smith, can help Corporation X solve one of their pressing management problems, be careful in your approach. Although this type of initiative and confidence is rewarded in men, it can be seen as a threat coming from a woman. Go easy if you're concerned that this approach will affect your getting the position. On the other hand, if you foresee this tactic as a requirement for your working environment (that male supervisors accept initiative in female employees), then hit the interviewer with both barrels and see how he or she reacts. Then decide whether you want the job.

Don't leave the interview without names of other people to contact and then be sure to introduce yourself to those new contacts by saying, "Mr. Jones suggested I call you. . ."

The follow-up procedure to an information interview is important, particularly if you enjoyed the interview, "hit it off" with the employer and think you would fit in well with his or her operation (whether it's a small real estate business, a large factory, insurance firm, craft shop, or grocery chain).

No matter what your future interest with this person, a written note of appreciation should be written the same day as in the following example:

216 Main Street
Glendive, MT 59801
May 18, 1978

Ms. Smith, Director
Child Care, Inc.
2950 Cedar Avenue
Glendive, MT 59801

Dear Ms. Smith,

I enjoyed our discussion today and learned a great deal regarding the field of child care.

I am impressed by the innovative approach you have taken in your particular organization and it has increased my enthusiasm for getting into this career field.

Thank you so much for your consideration. It was a pleasure meeting you and I hope to see you again.

Sincerely,

Martha Jones

Martha Jones

Two or three weeks after "information interviews" with a number of experts in this field, you may have made a decision that you would like to work for Ms. Smith. At that point you should request a meeting to discuss your resume.

216 Main Street
Glendive, MT 59801
June 5, 1978

Ms. Smith, Director
Child Care, Inc.
2950 Cedar Avenue
Glendive, MT 59801

Dear Ms. Smith,

Since our interview of May 18, I have pursued my career research in your field and decided that working in child care is what I would truly enjoy and find satisfying.

I am convinced that my assets and talents lend themselves well to working with children, particularly ages 3-5.

I have begun to actively seek employment in this area of work. Enclosed is a copy of my resume. Please look it over and consider how my abilities and experience could be an asset to Child Care, Inc. I'm convinced they can!

I will be calling you in the near future to discuss an idea for restructuring free time activities with you. I feel this idea could solve many of the problems we discussed earlier.

Thanks for your consideration and I will be looking forward to speaking with you.

Sincerely,

Martha Jones

Martha Jones

P.S. I just finished reading "Summerhill" at your suggestion. You were right—it is an excellent book! For your information, Garden City News just received a new shipment.

Or, let's say two or three weeks have gone by and you're in the midst of a family crisis and not able to commit yourself to another interview. Or, you might not be sure this is the field for you. In any case, if you've made a good contact—keep it alive. Write a postcard or a brief letter that will be a reminder of who you are:

June 30, 1978

Dear Ms. Smith,

Thank you for suggesting I speak to Ms. Thomas at Lutheran Day Care. She and I had a meeting that was quite informative for me.

I have read the book you suggested, "Summerhill," and have found it to be inspiring.

Thanks again.

Sincerely,

Martha Jones

Martha Jones

WHY IS THE "INFORMATION INTERVIEW" IMPORTANT???

1. **It is the best source of current and local job market and career information.**
2. **Valuable contacts await you through the information interview.** Store managers, business owners, and agency heads, usually have "buddies" in the same or related fields and can refer you to them for additional information (or perhaps a job).
3. **Here is an excellent opportunity for you and this would-be employer to interact, naturally, without the pressure of a job opening to FILL.** And you won't have the fear of being rejected. . .(which is hard on everybody, no matter what level of experience or education) so you're able to shine! You can be at ease; your ideas and your half of the dialogue flow easier; you're better able to "display your wares" because you're not feeling compelled to be the "perfect applicant." The employer is off the hook, too; he or she doesn't have to scrutinize your behavior and qualifications. While your chosen "expert" chats freely about the current problem of not having enough staff coverage on the 11 p.m. to 7 a.m. shift, you can be assessing whether you like this person and whether you want to work for him/her. (**Later,** if this is one of your "chosen" employers, you may express your willingness to work the 11 p.m. to 7 a.m. shift.)
4. If you've been out of the job market for a long time, just getting out of school or moving into a "new" career, the chances of your having the necessary access to the "hidden job market" are slim. **This is your chance to hook into that informal system.**

Tips on the Information Interview

—DON'T STEP OUT THE DOOR to an information interview unless you have read the section in this chapter called **Preparation Tips Guaranteed to Lower Your Anxiety Level.** You should put your best foot forward in the information interview. (What if the stock person quit just this morning and the store manager needs to hire someone as quickly as possible?)

—FRIENDLY PERSISTENCE is the name of the game in the entire job hunt, particularly the information interview. It will get you past the receptionist to the person from whom you need to get the information. Persistence will get you an interview to discuss your resume even if the manager is overworked and "doesn't really have time." It will help you keep going when your spouse tells you "why bother if you know they haven't advertised a job opening?"

—TIMING is important. You may have a resume "out in the car," but the information interview is **only** for collecting information, remember. Write your thank you letter right away and follow up other contacts as soon as possible.

—OBTAIN INFORMATION directly from the person who already has the kind of job you want. (Who knows better the salary and the demand for licensed practical nursing in Kalispell, Montana, than an LPN who works at the community hospital **in** Kalispell?)

—BE CONSIDERATE about your interviewer's time and schedule, and you will have no need to feel as though you're imposing. Most people who like their jobs also welcome the chance to talk about them. Use your own judgment—perhaps picking up the tab for coffee or lunch in exchange for some valuable career information feels right for you.

—DON'T ACCEPT A JOB IMMEDIATELY if an offer is made during an "information interview." Ask the employer if you can think the offer over and let him or her know shortly. (After all, you probably haven't decided whether this is really the job for you.) Give yourself a little time **alone** to think over the "pro's and con's" of this job.

THE "INTERVIEW FOR FUN"

Perhaps the thought of the "information interview" makes your hands clammy and your heartbeat quicken noticeably. You've been busy managing a large household for the last 15 years and have lived in a rural setting, so your encounters with new people have been limted. Or you've been talking to nobody but professors and the other students in your dorm.

The "interview for fun" is just the place for you to start practicing interviewing! Here's what you do:

1. Choose one of your interests or hobbies (such as gardening, repairing appliances, or reading). Do some research in the library on this interest.
2. Locate a setting in your community where this interest or hobby of yours is part of a business or service (such as a nursery, repair shop, or library).
3. Informally interview a person directly involved with this business or service. (It might even be someone you know.)

4. Remember this interview is for you own interest and doesn't have to be job-related.
5. A written thank-you note may be appropriate after the interview.

Sample

Jane has a living room full of many different kinds of plants. She really loves growing and caring for plants so she decides to interview the woman who operates "The Terrarium," a plant store downtown. Jane sets up a noon appointment and takes a list of prepared questions with her.

Some of the questions Jane asks are:

1. How did you first get started in this business?
2. Do you work long hours?
3. Which plants are your best sellers?
4. How do you like this field of work?

Jane shows her appreciation by delivering (the next day) a cutting of a rare species of African violet. Along with the cutting goes a brief thank-you note.

After doing a couple of these "fun interviews," you're ready for an "information interview." Don't push yourself into something you aren't ready to do, but do get out and practice; you have nothing to lose in either the information interview or interview-for-fun.

CHAPTER 5

WHAT ELSE?

(Resources Available)

CHAPTER 5

STATE AGENCIES

Women's Bureau. The Montana Women's Bureau is a state agency within the Department of Labor and Industry. The Women's Bureau is concerned with employment, training and closely related concerns of Montana women. The Bureau makes the following services and programs available:

—**Newsbriefs from the Women's Bureau,** monthly newsletter, available free of charge;
—**51%,** monthly TV program on KTCM-TV (Helena);
—**Women's Window,** weekly radio program on 20 local Montana stations;
—An Information Clearinghouse from which people can check out books, magazines, reports, and other informational materials;
—Periodic workshops, conferences and meetings on issues related to employment and training;
—**Montana Women and the Law** (1978 edition), a booklet explaining Montana laws of special interest to women;
—Statistical information about the changing status of women in Montana;
—Position openings for numerous jobs throughout the state;
—Counseling and/or referral assistance;
—Coordination and evaluation of employment-related programs for women;
—Assistance in development of fund-raising proposals for non-profit groups;

If you need information or assistance with an employment related concern, let the Women's Bureau know.

Phone: 449-5600
Address: 35 South Last Chance Gulch
Box 202 Capitol Station
Helena, MT 59601

Human Rights Division. The Human Rights Division is another state agency within the Department of Labor and Industry. This division is charged with enforcing Montana's Human Rights Law and the Code of Fair Practices. Discrimination on the basis of **sex,** race, age, national origin, political philosophy, **marital status,** religious beliefs, or physical or mental handicap is **against the law.** If you feel you, or any other women, have been discriminated against for any of these reasons, let the Human Rights Division know.

Phone: 449-2884
Address: Fourth Floor, Power Block
6th and Last Chance Gulch
Helena, MT 59601

Standards Bureau. The Standards Bureau (also a part of the Department of Labor and Industry) is responsible for enforcing the Minimum Wage Law and Wage Payment Act and the Maternity Leave Law, among others. If you need more information about these laws or want their help in collecting wages or benefits due you, they can be reached at:

Phone: 449-5600
Address: 35 South Last Chance Gulch
Box 202 Capitol Station
Helena, MT 59601

Apprenticeship Bureau. As of June 12, 1978 the Federal Department of Labor has enacted rules requiring apprenticeship programs with five or more apprentices to meet affirmative action guidelines in an effort to open up opportunities for women in these program. Apprenticeships are the best (and, oftentimes the only) way into the skilled trades (which include plumbing,

carpentry, electricians, and sheetmetal workers). In Montana, the goal for women in apprenticeship programs will be at least 20% (1 out of 5).

Apprenticeship programs in Montana are approved and regulated by the Apprenticeship Bureau which is also part of the Department of Labor and Industry. The Bureau is in the process of developing *pre*-apprenticeship training programs for women. These programs are being designed in order to prepare women to successfully compete for and be placed in apprenticeship programs. If you're interested in more information about apprenticeship programs, call or write:

Apprenticeship Bureau
35 South Last Chance Gulch
Box 202 Capitol Station
Helena, MT 59601
449-5600

Local Job Services Offices. There are Local Job Service Offices (part of the Employment Security Division of the Department of Labor and Industry) in the following locations:

Anaconda	307 East Park Phone: 563-3444 or 563-3445
Billings	624 North 24th Street Phone: 248-7371 or 445 South 24th Street West Phone: 652-2920
Bozeman	220 West Lamme Phone: 586-5455
Butte	206 West Granite P.O. Box 309 Phone: 792-0417
Cut Bank	513 East Main Street Phone: 873-2191
Dillon	126 South Montana Street Phone: 683-5501
Glasgow	238 Second Avenue South Phone: 228-9369
Glendive	211 South Kendrick Phone: 365-3314
Great Falls	1018 7th Street South Phone: 761-1730
Hamilton	333 Main Street P.O. Box 73 Phone: 363-1822
Havre	416 First Street Phone: 265-4366
Helena	715 Front Street Phone: 449-3044
Kalispell	427 First Avenue East Phone: 755-5071
Lewistown	324 West Broadway Phone: 538-3286
Libby	314 California Avenue Phone: 293-6282
Miles City	12 North 10th Street Phone: 232-1316

Missoula	539 South Third Street West Phone: 728-7060
Polson	417 Main Street P.O. Box 970 Phone: 883-5261 or 883-5262
Shelby	402 First Street South Phone: 434-5161
Sidney	120 South Central Phone: 482-1204
Thompson Falls	608 Main Street P.O. Box 669 Phone: 827-3472
Wolf Point	122 Second Avenue South Phone: 653-1720

These offices maintain quite a few of the listings for positions available in the "open" job market. You can also find out quite a bit of information about area economies from the people who work in these offices in order to get some help in your research on the "hidden" job market. Go in and make a good "contact."

Research and Analysis Section. The "R&A" Section of the Employment Security Division spends most of their time compiling employment and economic statistics. Call or write them and have them put you on their mailing list to receive one or more of the following:

Prevailing Wages for Montana Workers by Occupations (1977 and later editions)
Montana Economic Indicators
Montana Employment and Labor Force (published monthly)
The Mining Industry in Montana
Communications, Public Utilities, Transportation: A Survey on Occupational Employment with Labor Market Characteristics
The Finance, Insurance and Real Estate Industries in Montana: A Survey on Occupational Employment with Labor Market Characteristics
Montana's Construction Industry
Montana Manpower: Projected Montana Employment by Industry and Selected Occupations, 1970-80
Great Falls Industry/Occupation Projections - 1985
Billings Area Industry/Occupation Projections - 1985
Statewide Industry/Occupation Projections - 1985

These publications are a good way to get a "feel" for the economy in various areas of the state. They are a good starting point for the rest of your research. You can reach the "R&A" section at:

Phone: 449-2661 or 449-2430
Address: Research & Analysis Section
Employment Security Division
Employment Security Building
Lockey and Roberts
Helena, MT 59601

CETA/CEP/WIN. There are counseling and training programs available to Montanans who meet certain eligibility requirements. These programs include those under the Concentrated Employment and Training Act (CETA), the Concentrated Employment Program (CEP), and the Work Incentive Program (WIN). Local Job Service counselors can tell you where and how to apply in your local community. There are special training centers in the following communities:

Billings	Job Service Training Center 711 Central Avenue Phone: 259-5529

Browning	WIN Center P.O. Box 837 Phone: 338-7551
Butte	Job Service Training Center Idaho and Mercury Streets Phone: 792-9115
Glasgow	WIN Center Glasgow Air Force Base Box 4696 Phone: 524-7371
Great Falls	Job Service Training Center 1018 7th Street South Phone: 761-1730
Hardin	WIN-TAT Phone: 665-3632
Helena	WIN/CEP Center 529 North Warren Phone: 442-2531
Kalispell	Job Service Training Center 37 1st Street West P.O. Box 1395 Phone: 755-5020
Lame Deer	WIN-TAT Phone: 477-6720
Missoula	Job Service Training Center 600 Kensington Phone: 259-5529

For general information on the types of training available through these programs and qualifications for enrollment, call the staff of the Governor's Employment and Training Council (GETC) at 449-5600 or write or stop in to talk to them at:

35 South Last Chance Gulch
Box 202 Capitol Station
Helena, MT 59601

COUNSELING SERVICES

YWCA's. A few cities in Montana have YWCA's which have career and job counseling services available for women. Drop in to see the people at a YWCA near you. If you can't "drop in," you may wish to write to one of the following:

Y.W.C.A.
1130 West Broadway
Missoula, MT 59801

Y.W.C.A.
909 Wyoming Avenue
Billings, MT 59102

Y.W.C.A.
220 Second Street North
Great Falls, MT 59401

Resource Centers. A number of cities now have Women's Resource Centers. These centers are usually good places to find help with job hunting and to get some **support.** Here are the names and addresses of the centers we know of that are operating now:

Women's Resource Center
University Center
University of Montana
Missoula, MT 59801

Women's Center
107 West Lawrence
Helena, MT 59601

Women's Resource Center
926 3rd Avenue South
Great Falls, MT 59405

Women's Resource Center
Box 1577
Kalispell, MT 59901

Women's Resource Center
24 North Washington
P.O. Box 1339
Dillon, MT 59725

Legal Help. If you're a woman looking for a job in Montana, chances are pretty good that you don't have a lot of money to pay a lawyer, if you should need one. Most communities have Legal Services Offices nearby. You might also wish to get in touch with the following groups for help:

Women's Law Caucus
Law School
University of Montana
Missoula, MT 59801

Women's Law Association
Box 175
Helena, MT 59601

Paid Help. There are a number of private employment agencies, "career planners," and "resume specialists" who "guarantee" (promise?) they can get you a job—for a fee. They may well be able to get you a job. The advice here is to check out these services (carefully!) before you sign anything (including a check!). Do a few "information interviews" to find out if they can be **really** helpful, and which of them would be most helpful. Then give yourself a few days to make a decision whether or not to hire outside job-hunting help.

PROFESSIONAL AND BUSINESS ORGANIZATIONS

Depending upon your chosen field of work, you may wish to get more information from one of the following organizations about job opportunities in specific fields:

American Association of Industrial Nurses, Inc.
170 East 61st Street
New York, NY 10021

American Association of Medical Record Librarians
211 East Chicago Avenue
Chicago, IL 60611

American Association of Nurse Anesthetists
Suite 3010
Prudential Plaza
Chicago, IL 60601

American Dental Assistants Association, Inc.
211 East Chicago Avenue
Chicago, IL 60611

American Dental Hygienists' Association
211 East Chicago Avenue
Chicago, IL 60611

American Dietetic Association
620 North Michigan Avenue
Chicago, IL 60611

American Home Economics Association
1600 20th Street NW
Washington, DC 20009

American Institute of Biological Sciences
3900 Wisconsin Avenue NW
Washington, DC 20016

American Institute of Interior Designers
730 Fifth Avenue
New York, NY 10019

American Library Association
50 East Huron Street
Chicago, IL 60611

American Medical Women's Association, Inc.
1740 Broadway
New York, NY 10019

American Newpaper Women's Club, Inc.
1607 22nd Street NW
Washington, DC 20008

American Nurses' Association, Inc.
10 Columbus Circle
New York, NY 10019

American Occupational Therapy Association
251 Park Avenue South
New York, NY 10010

American Personnel and Guidance Association, Inc.
1607 New Hampshire Avenue NW
Washington, DC 20009

American Pharmaceutical Association
2215 Constitution Avenue NW
Washington, DC 20037

American Physical Therapy Association
1740 Broadway
New York, NY 10019

American Public Health Association, Inc.
1790 Broadway
New York, NY 10019

American Society of Medical Technologists
Suite 1600
Hermann Professional Building
Houston, TX 77025

American Society of Radiologic Technologists
537 South Main Street
Fond du Lac, WI 54935

American Society of Women Accountants
327 South LaSalle Street
Chicago, IL 60604

American Speech and Hearing Association
9030 Old Georgetown Road
Washington, DC 20014

American Women in Radio and Television, Inc.
75 East 55th Street
New York, NY 10022

Association of American Women Dentists
c/o Dr. Josephine Palencia
1527 West Passyunk Avenue
Philadelphia, PA 19145

Credit Women International
2051 Railway Exchange Building
St. Louis, MO 63101

Fashion Group, Inc., The
9 Rockefeller Plaza
New York, NY 10020

International Association of Personnel Women
405 Lexington Avenue
New York, NY 10017

National Association for Practical Nurse Education and Service, Inc.
535 Fifth Avenue
New York, NY 10017

National Association of Bankwomen, Inc.
60 East 42nd Street
New York, NY 10017

National Association of Insurance Women (International)
Suite 202
4828 South Peoria Avenue
Tulsa, OK 74105

National Association of Legal Secretaries
146 North San Fernando Boulevard
Burbank, CA 91502

National Association of Railway Business Women, Inc.
Room 714
50 East Broad Street
Columbus, OH 43215

National Association of Social Workers
2 Park Avenue
New York, NY 10016

National Association of Women in Construction
346 North Beachwood Drive
Los Angeles, CA 90004

National Association of Women Lawyers
American Bar Center
1155 East 60th Street
Chicago, IL 60637

National Committee for Careers in Medical Technology
9650 Rockville Pike
Bethesda, MD 20014

National Committee for Social Work Careers
2 Park Avenue
New York, NY 10016

National Council of Administrative Women in Education
1201 16th Street NW
Washington, DC 20036

National Executive Housekeepers Association, Inc.
Room 204
Business and Professional Building
Gallipolis, OH 45631

National Federation of Licensed Practical Nurses, Inc.
250 West 57th Street
New York, NY 10019

National Federation of Music Clubs
Suite 1215
600 South Michigan Avenue
Chicago, IL 60605

National League for Nursing
10 Columbus Circle
New York, NY 10019

National League of American Pen Women, Inc.
1300 17th Street NW
Washington, DC 20036

National Recreation and Parks Association
1404 New York Avenue NW
Washington, DC 20005

National Secretaries Association (International)
1103 Grand Avenue
Kansas City, MO 64106

Society of Technical Writers and Publishers, Inc.
1010 Vermont Avenue NW
Washington, DC 20005

Society of Woman Geographers
1619 New Hampshire Avenue NW
Washington, DC 20009

Society of Women Engineers
United Engineering Center
345 East 47th Street
New York, NY 10017

Special Libraries Association
31 East 10th Street
New York, NY 10003

Women Leaders Round Table, The National Association of Life Underwriters
c/o Union Central Life Insurance Co.
225 Broadway
New York, NY 10007

Women's Council of the National Association of Real Estate Boards
155 East Superior Street
Chicago, IL 60611

Women's National Press Club
National Press Building
529 14th Street NW
Washington, DC 20004

BOOKS

The following excellent books are highly recommended. Check them out of the library (purchase one or two if you decide you want them for your own).

What Color is Your Parachute? (A Practical Manual for Job-Hunters and Career Changers). Richard Nelson Bolles, Berkeley: Ten Speed Press, 1977. (Paperback: $4.95 + 50¢ postage and handling—Ten Speed Press, Box 7123, Berkeley, California 94707).

Where Do I Go From Here With My Life? John C. Crystal and Richard N. Bolles, New York: Seabury Press, 1974. (Available from: The Seabury Press, 815 Second Ave., New York, New York 10017 for $7.95).

The Quick Job-Hunting Map (A Fast Way to Help) by Richard N. Bolles. (Available from Ten Speed Press for $1.25 + postage).

The Quick Job-Hunting Map—Beginning Version by Richard N. Bolles (Available from Ten Speed Presss for $1.25 + postage).

The Three Boxes of Life (And How to Get Out of Them) by Richard N. Bolles (Available from Ten Speed Press for $4.95 (paperback) + postage).

Who's Hiring Who? Richard Lathrop, Berkeley, California: Ten Speed Press, 1977. ($5.95 + 50¢ postage and handling).

Making Vocational Choices: A Theory of Careers John L. Holland, Englewood Cliffs, New Jersey: Prentice-Hall, Inc., ($4.95, paperback).

The following books may also be of help to you. Most are available through interlibrary loan from your local library.

Abarbanel, Karin and Jonnie McSiegel, WOMEN'S WORK BOOK, How to Get Your First Job, Re-enter the Job Market, Fight for your Rights in the Work World and More. Information House Books, 1975.

Callahan, Sidney Cornelia, THE WORKING MOTHER. New York: Warener, 1972.

Curtis, Jean, WORKING MOTHERS. New York: Simon and Schuster, 1976.

Fox, Barbara and Sue Patterson, WORKING YOUR WAY BACK TO WORK. Bethesda, MD: McMedia Press, 1975

Lembeck, Ruth, JOB IDEAS FOR TODAY'S WOMAN. Englewood Cliffs, NJ: Prentice-Hall, 1974.

Pogrebrin, Letty Cottin, GETTING YOURS, How to Make the System Work for the Working Woman. NY: Avon, 1975.

Schwartz, Felice N., et al., HOW TO GO TO WORK WHEN YOUR HUSBAND IS AGAINST IT, YOUR CHILDREN AREN'T OLD ENOUGH, AND THERE'S NOTHING YOU CAN DO ANYHOW. NY: Simon and Schuster, 1972.

Scobey, Joan and Lee Parr McGrath, CREATIVE CAREERS FOR WOMEN. A Handbook of Sources and Ideas for Part-Time Jobs. NY: Essandess Special Editions, Simon and Schuster, 1968.

Scofield, Nanette E. and Betty Klarman, SO YOU WANT TO GO BACK TO WORK! NY: Random House, 1968.

Morgan, Henry H. and John W. Cogger, THE INTERVIEWER'S MANUAL. New York: The Psychological Corporation.

Noer, David, HOW TO BEAT THE EMPLOYMENT GAME. Radnor, Pennsylvania: Chilton Book Company, 1975.

Wein, Ess, THE COMPLETE JOB HUNTING GUIDE. New York: Cornerstone Library, 1966.

Payne, Richard A., HOW TO GET A BETTER JOB QUICKER. New York: Taplinger Publishing Company, 1972.

Taylor, Phoebe, HOW TO SUCCEED IN THE BUSINESS OF FINDING A JOB. Chicago: Nelson-Hall Company, 1975.

Biegeleisen, J.I., HOW TO GO ABOUT GETTING A JOB WITH A FUTURE. New York: Grossett & Dunlap, 1967.

McClure, Larry, CAREER EDUCATION SURVIVAL MANUAL: A GUIDEBOOK FOR CAREER EDUCATORS AND THEIR FRIENDS. Salt Lake City: Olympus Publishing Co., 1975.

Hoyt, Kenneth, et al., CAREER EDUCATION: WHAT IT IS AND HOW TO DO IT. Salt Lake City: Olympus Publishing Co., 1974.

Hoppock, Robert, OCCUPATIONAL INFORMATION: WHERE TO GET AND HOW TO USE IT IN COUNSELING AND IN TEACHING. New York: McGraw Hill, 1967.

Catt, Ivor, HOW TO HAND ONTO YOUR JOB WHILE EVERYONE ELSE IS LOSING HIS: THE CATT CONCEPT. New York: G.P. Putnam's Sons, 1972.

Howell, Barbara, DON'T BOTHER TO COME IN ON MONDAY: WHAT TO DO WHEN YOU LOSE YOUR JOB. New York: St. Martin's Press, 1973.

Irish, Richard K., IF THINGS DON'T IMPROVE SOON I MAY ASK YOU TO FIRE ME: THE MANAGEMENT BOOK FOR EVERYONE WHO WORKS. Garden City, New York: Anchor Press/Doubleday, 1975.

Reid, Clyde H., HELP! I'VE BEEN FIRED. Philadelphia: United Church Press, 1971.

Bielski, Robin, THE OUT-OF-WORK BOOK: HOW TO PREDICT IT; WHAT TO DO WHEN IT HAPPENS. New York: Allen Advertising Company, Inc., 1974.

Berg, Ivar, EDUCATION AND JOBS: THE GREAT TRAINING ROBBERY. Boston: Beacon Press, 1971.

Buskirk, Richard H., YOUR CAREER: HOW TO PLAN IT, MANAGE IT, CHANGE IT. Boston: Cahners Books, Inc., 1976.

Herzog, Doug and Bill Anderson. "Cluster Interest Inventory," Watertown, South Dakota: Career Educational Systems (P.O. Box 391, Watertown, SD 57201).

"The Strength Deployment Inventory," Personal Strengths Assessment Service, 571 Muskingum Avenue, Pacific Palisades, CA 90272.

Ostrom, Dr. Stan, SELF-APPRAISAL AND ASSESSMENT STRUCTURE. 1972. (From: Dr. Stan Ostrom, P.O. Box 1423, San Jose, CA 95109. $5.00).

Campbell, David P., IF YOU DON'T KNOW WHERE YOU'RE GOING, YOU'LL PROBABLY END UP SOMEWHERE ELSE. Niles, Illinois: Argus Communications, 1974.

Cosgrave, Gerald, CAREER PLANNING: SEARCH FOR A FUTURE. Guidance Centre/Faculty of Education/University of Toronto, 1973.

Figler, Howard E., PATH: A CAREER WORKBOOK FOR LIBERAL ARTS STUDENTS. Cranston, Rhode Island: Carroll Press, 1974.

Longhary, John W. and Theresa Ripley, THIS ISN'T QUITE WHAT I HAD IN MIND: A CAREER PLANNING PROGRAM FOR COLLEGE STUDENTS. Eugene, Oregon: United Learning Corporation, 1974.

Dible, Donald M., UP YOUR OWN ORGANIZATION: A HANDBOOK FOR THE EMPLOYED, UNEMPLOYED, AND THE SELF-EMPLOYED ON HOW TO START AND FINANCE A NEW BUSINESS. Santa Clara: Entrepreneur Press, 1972.

LeSan, Eda J., THE WONDERFUL CRISIS OF MIDDLE AGE: SOME PERSONAL REFLECTIONS. New York: David McKay Co., 1973.

Hills, L. Rust, HOW TO RETIRE AT FORTY-ONE: OR, DROPPING OUT OF THE RAT RACE WITHOUT GOING DOWN THE DRAIN. Garden City, New York: Doubleday & Co., 1973.

Albee, Lou, JOB HUNTING AFTER FORTY. New York: Arco Publishing Co., 1971.

Harper, Maxwell J. and Arthur R. Pell, HOW TO GET THE JOB YOU WANT AFTER FORTY. New York: Pilot Books, 1967.

PUBLICATIONS AVAILABLE FROM THE WOMEN'S BUREAU

Montana Women and the Law
Women's Bureau Clearinghouse Catalogue
Getting Hired: A Job Hunting Manual for Montana Women

FILLING OUT JOB APPLICATIONS

1. Type it. Ask for 2 copies; use one for your rough draft and use the other for final typing. (Keep the draft copy for your own reference.)
2. If you can't type it, use a PEN (unless the employer asks you to use a pencil).
3. PRINT it—legibly.
4. READ the applications—completely—before you fill in the first blank.
5. Answer all the questions. Put "N/A" (not applicable) in the blank when the question is not phone number. Write "Message" above or next to "Phone No." on the application to
6. Don't abbreviate.
7. If you don't have a telephone at your home, arrange with a friend or relative to use his/her phone number. Write "Message" above or next to "Phone No." on the applications to indicate that the employer can leave a message for you at that number.
8. References. Pick people who know you well (but not relatives or former employers). Be sure to ask them before you use their names. Give your references a copy of your resume.
9. Attach a copy of your RESUME to the application.

TOOLS FOR RESEARCHING AN ORGANIZATION

The following research aides are available from libraries, brokerage offices, banks or the organization itself.

American Men of Science
American Society of Training and Development Directory
Better Business Bureau report on the organization (call the Better Business Bureau in the town where the organization is listed for a report)
Chamber of Commerce
Annual Reports of the organization you are interested in.
Directory of Corporate Affiliations
Dun & Bradstreet's Middle Market Directory
Encyclopedia of Associations, Vol. 1, National Organizations
Encyclopedia of Business Information Sources
Fitch Corporation Manuals
F and S Indexes
Fortune's Plant and Product Directory
The Foundation Directory
Investor, Banker, Broker Almanac
MacRae's Blue Book
Moody's Industrial Manual
National Trade and Professional Associations of the United States and Canada and Labor Unions
Plan Purchasing Directory
Poor's Register of Corporations, Directors and Executives
Research Centers Directory
Register of Manufacturers for your state or area
Standard Register of Advertisers
Standard and Poor's Corporation Records
Standard and Poor's Industrial Index
Standard and Poor's Listed Stock Reports (at some Broker's office)
Statistical Abstract of the United States
Thomas' Register of American Manufacturers
Walker's Manual of Far Western Corporations and Securities

Klein's GUIDE TO AMERICAN DIRECTORIES (This is a directory to figure out which of the above directories is the right one to look in for the type of information you need.) (OR ASK YOUR LIBRARIAN)